Travel US

# User Guide

U·S AIRWAYS

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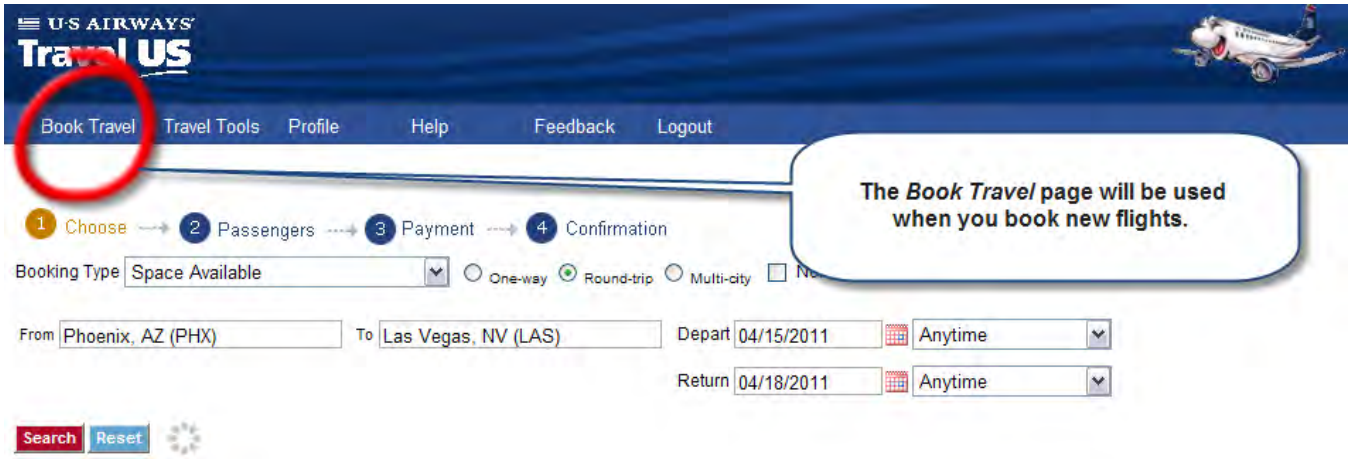
## Front Screen Tour

When you log into the new Travel US, you will be taken to the default page—the *Book Travel* page. You will notice that there are several links to different pages across the top of the page for you to explore:

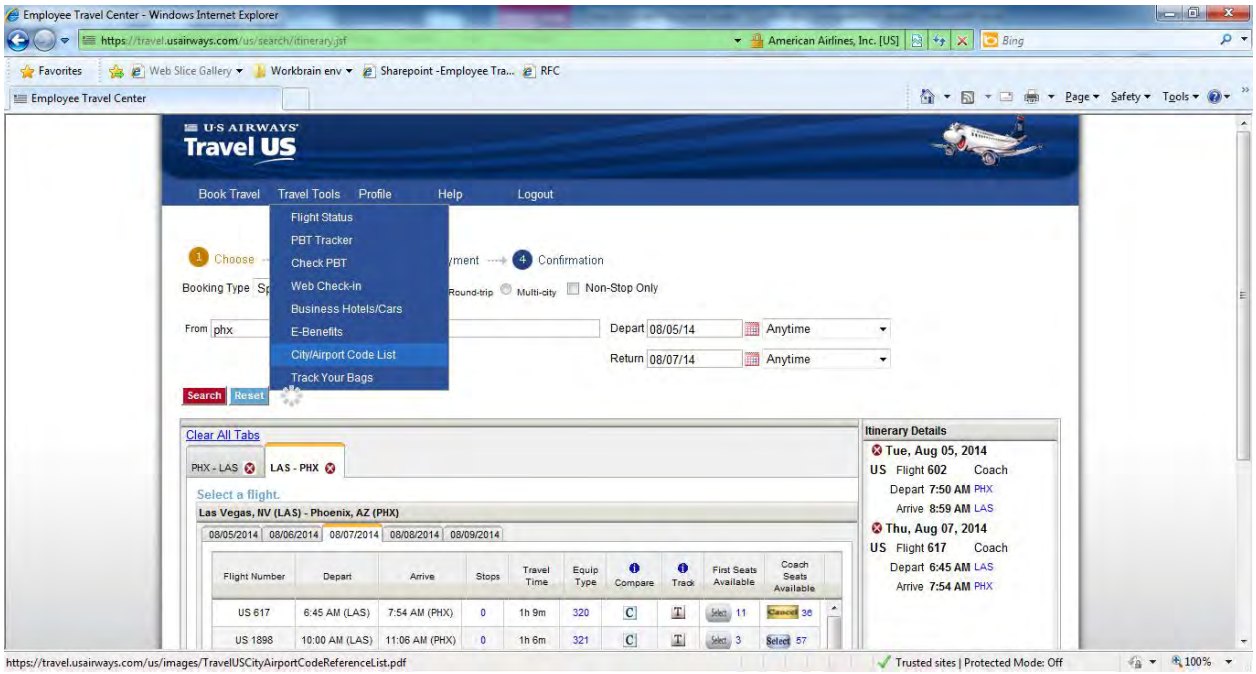
- Book Travel
- Travel Tools
- Profile
- Help
- Logout

The following section will give you a brief overview of each page.

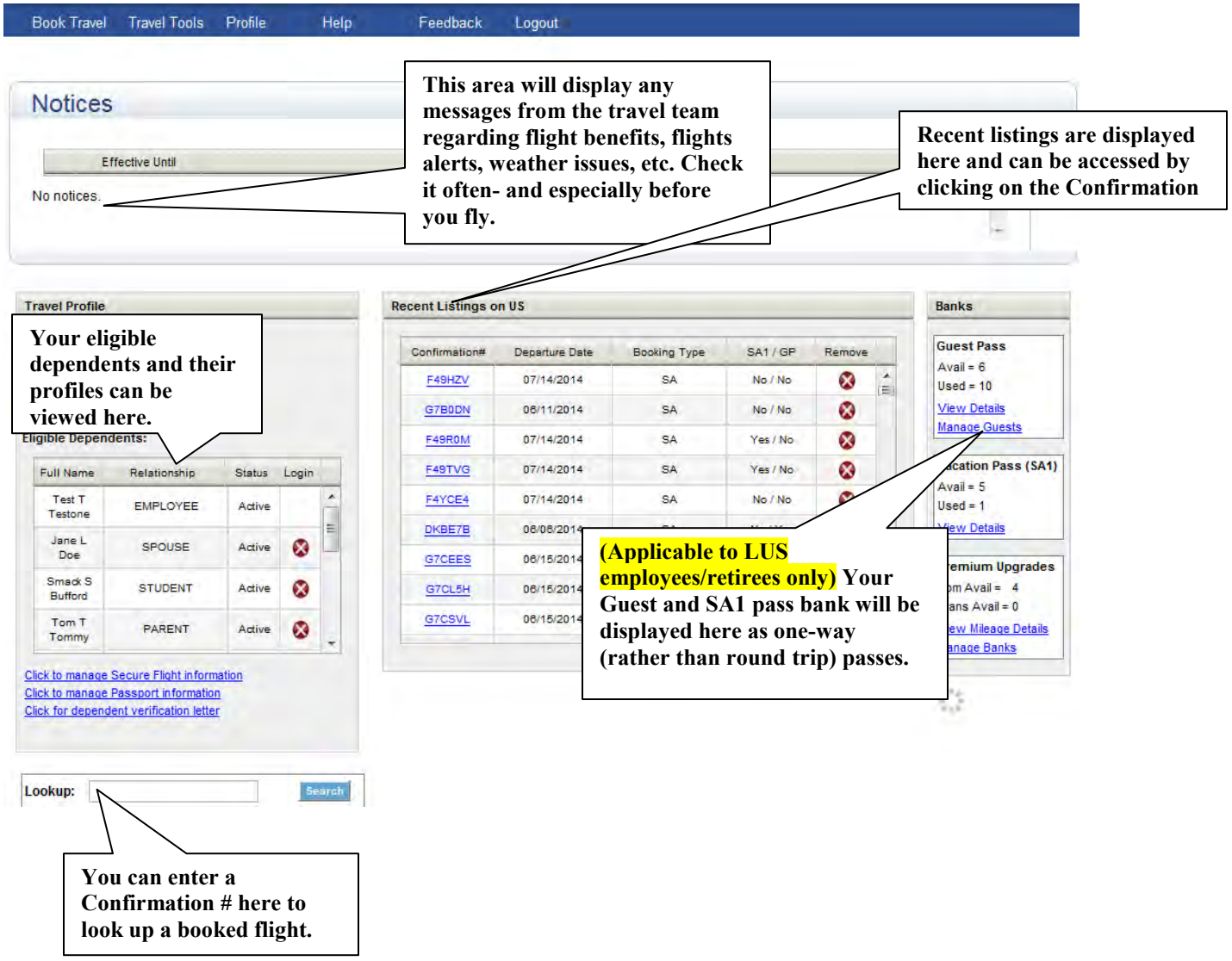
## Book Travel




## Travel Tools

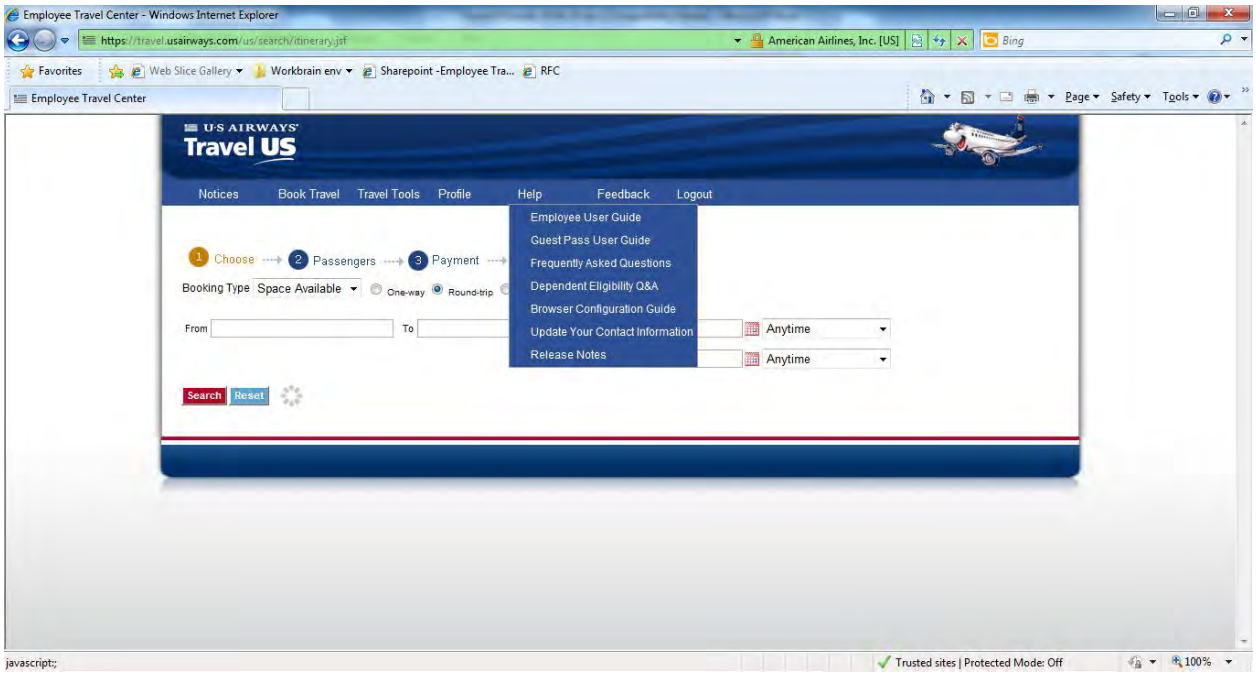


## Profile


Book Travel
Travel Tools
Profile
Help
Feedback
Logout
Notices
Effective Until
No notices.
This area will display any messages from the travel team regarding flight benefits, flights alerts, weather issues, etc. Check it often- and especially before you fly.
Recent listings are displayed here and can be accessed by clicking on the Confirmation
Travel Profile
Your eligible dependents and their profiles can be viewed here.
Eligible Dependents:
Full Name
Relationship
Status
Login
Test T Testone
EMPLOYEE
Active
Jane L Doe
SPOUSE
Active
Smack S Bufford
STUDENT
Active
Tom T Tommy
PARENT
Active
Click to manage Secure Flight information
Click to manage Passport information
Click for dependent verification letter
Recent Listings on US
Confirmation#
Departure Date
Booking Type
SA1 / GP
Remove
F49HZV
07/14/2014
SA
No / No
G7B0DN
06/11/2014
SA
No / No
F49R0M
07/14/2014
SA
Yes / No
F49TVG
07/14/2014
SA
Yes / No
F4YCE4
07/14/2014
SA
No / No
DKBE7B
G7CEES
G7CL5H
G7CSVL
(Applicable to LUS employees/retirees only) Your Guest and SA1 pass bank will be displayed here as one-way (rather than round trip) passes.
Banks
Guest Pass
Avail = 6
Used = 10
View Details
Manage Guests
Avail = 5
Used = 1
Premium Upgrades
Avail = 4
Avail = 0
View Mileage Details
Manage Banks
Lookup:
Search
You can enter a Confirmation # here to look up a booked flight.

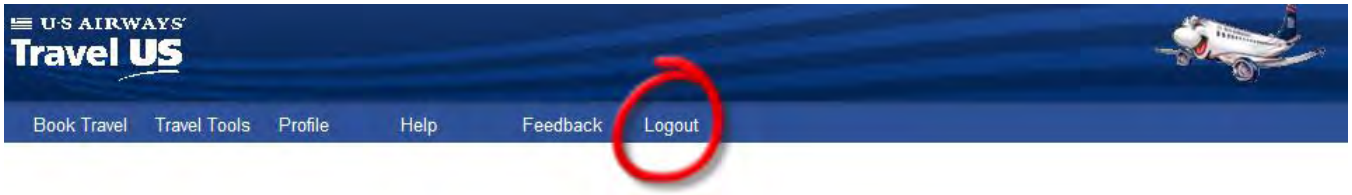
## Help

Any supporting help documents (including this one) can be accessed from this pull-down menu.




## Logout

Used to log yourself out of *Travel US*; always be sure to log out when you are done. After logging out, you will be taken to the Wings home page.



# Using Travel US

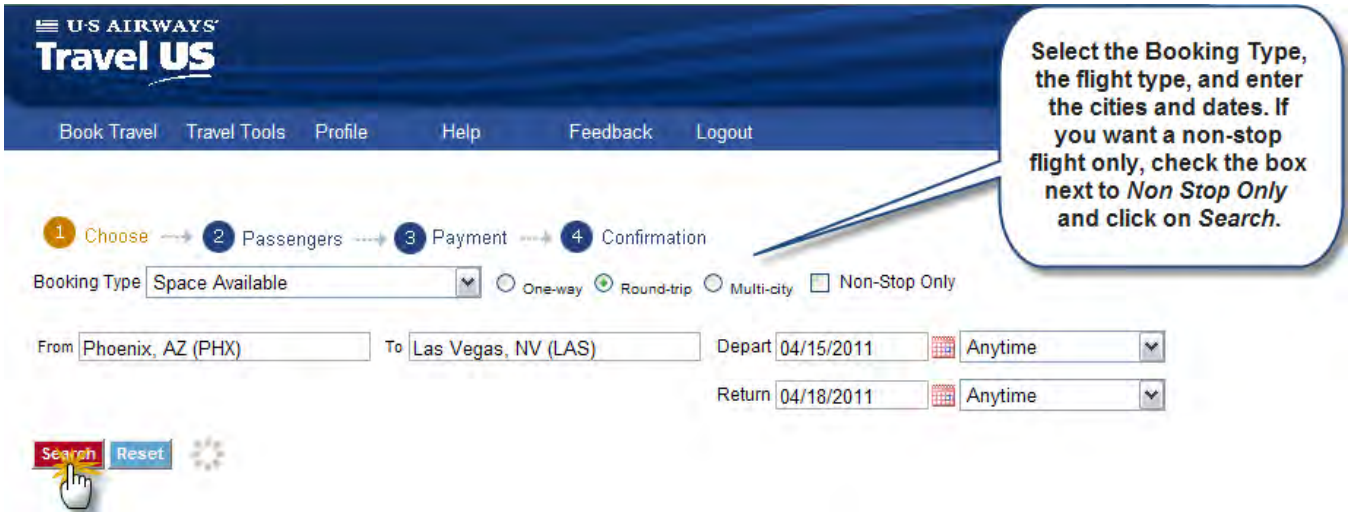
The following pages will give you detailed instructions on how to:

- Book flights
- Modify flights
- Cancel and Cancel/Refund
- Utilize new features

**You will only need to log in once.**

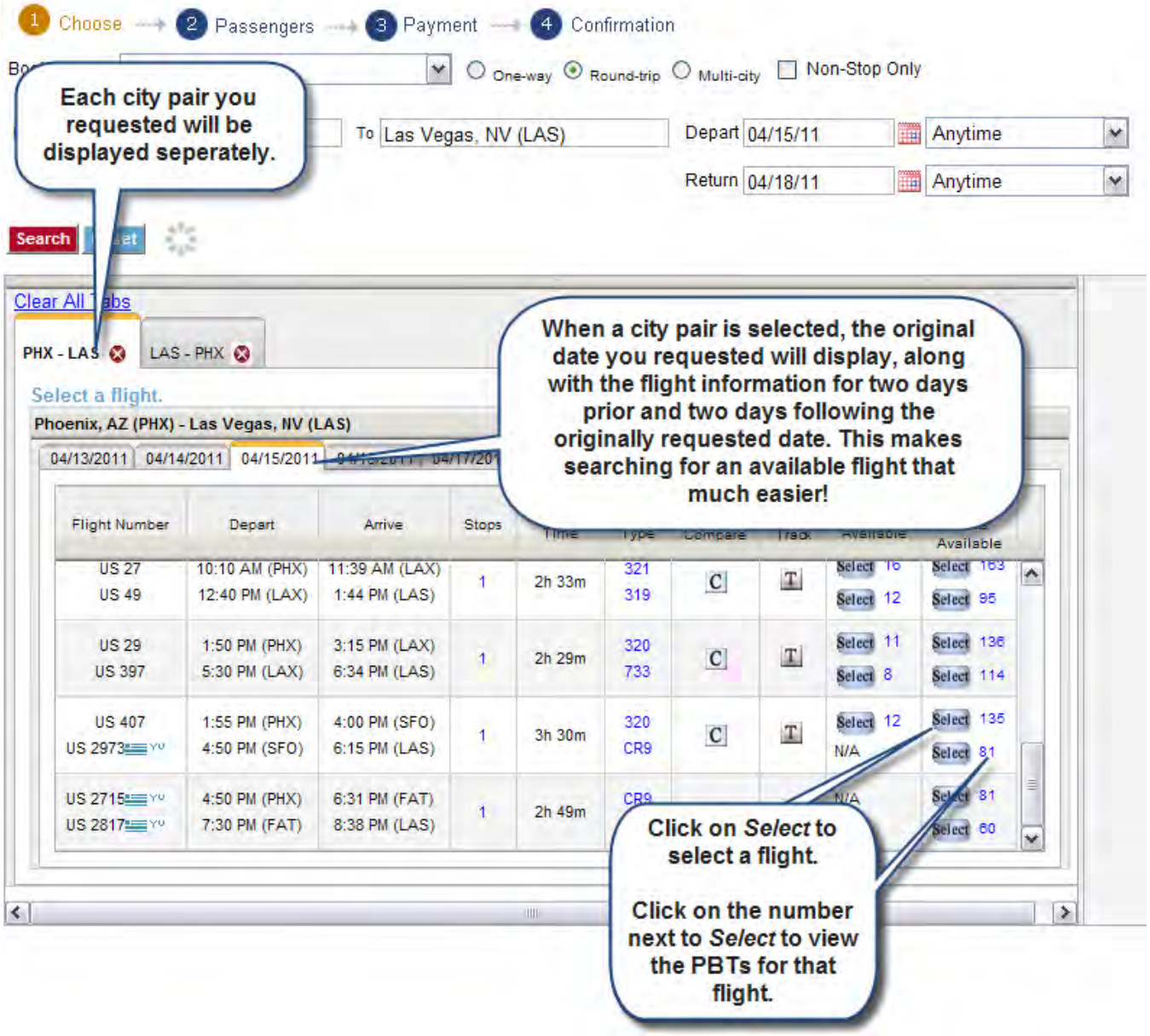
## Booking a New Flight

### Step 1) Enter the basic flight information:



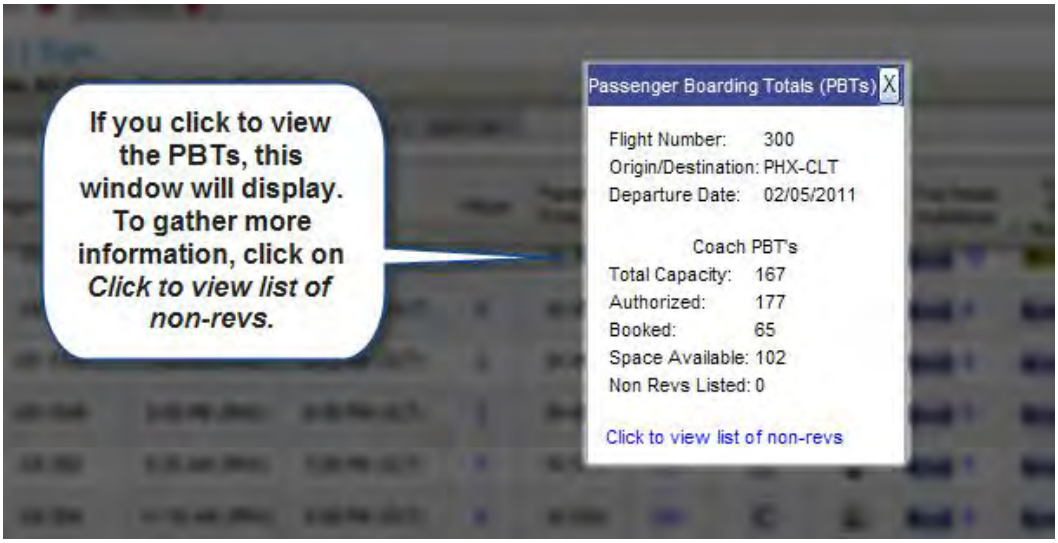
### Step 2) Select your Flights and View PBT's:

After clicking on **Search**, the *Flight* screen will appear. This is where you will select the dates and times of your flights. ***We recommend that you book itineraries as one-ways whenever possible.***

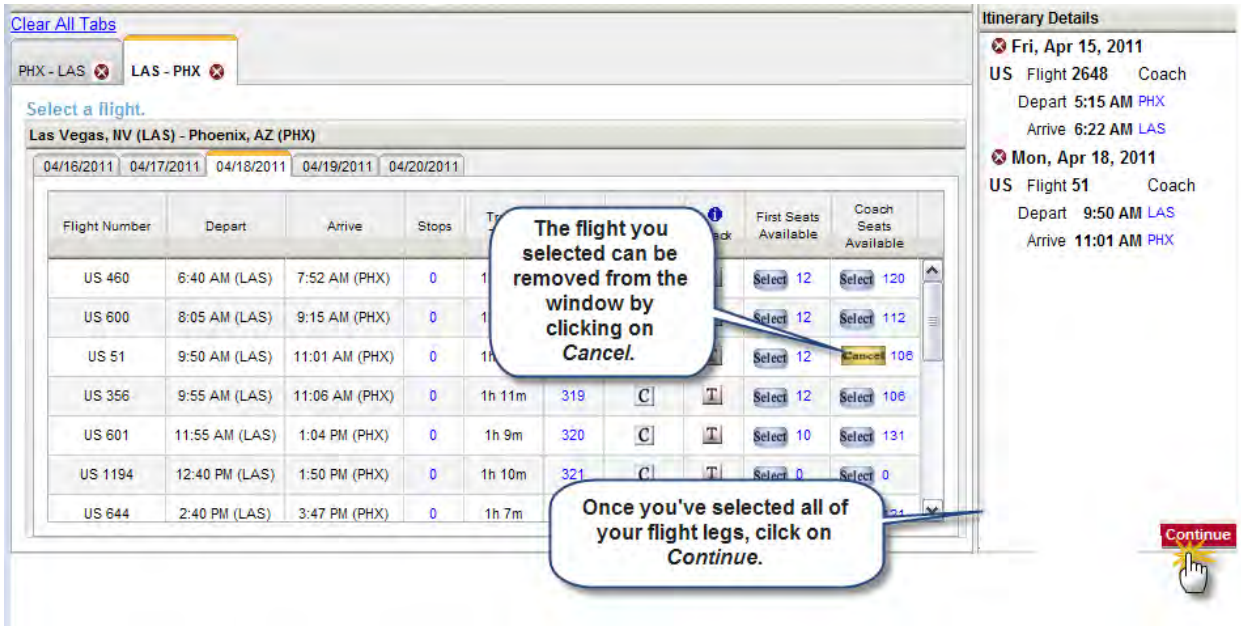



**Any time you see ⊗, it is an indication that you can close out or remove something from the area you are working in.**

## Step 2a) Viewing PBT's from the Booking Page:

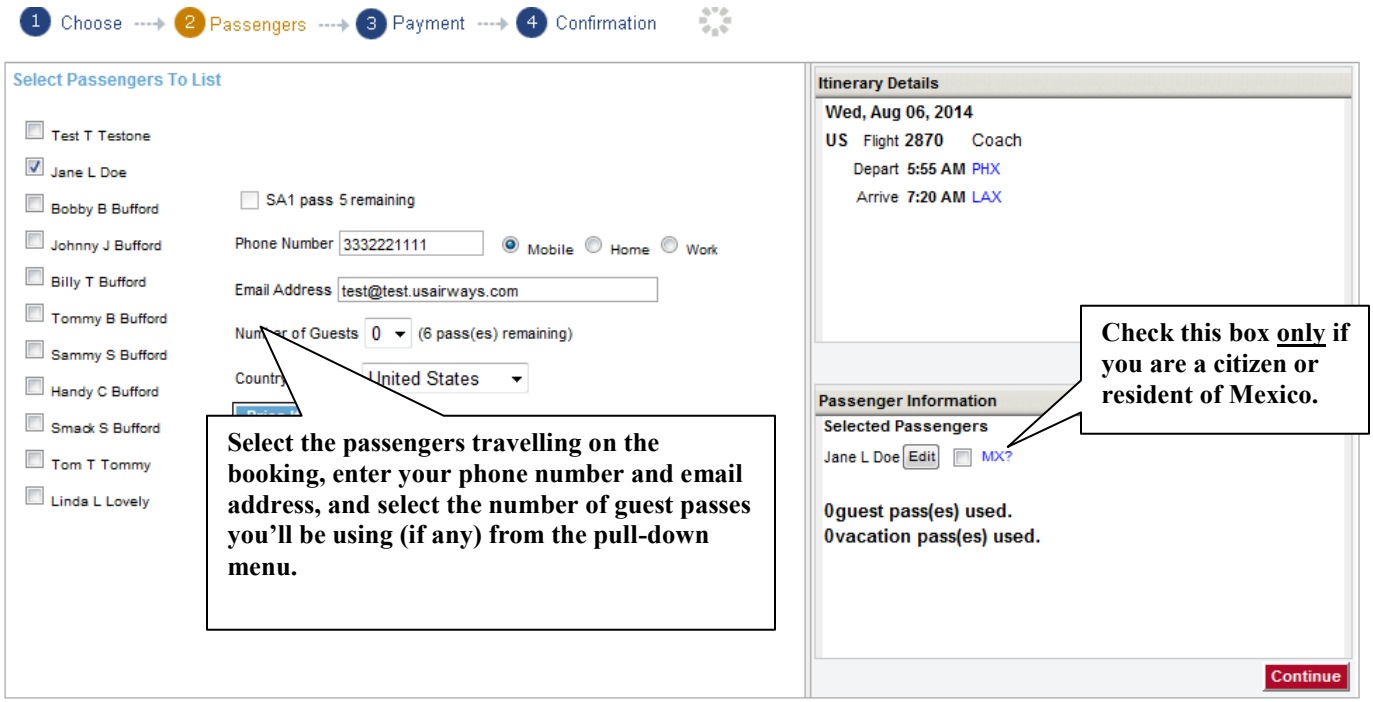

If you click to view the PBTs, this window will display. To gather more information, click on *Click to view list of non-revs.*
Passenger Boarding Totals (PBTs)
Flight Number: 300
Origin/Destination: PHX-CLT
Departure Date: 02/05/2011
Coach PBT's
Total Capacity: 167
Authorized: 177
Booked: 65
Space Available: 102
Non Revs Listed: 0
Click to view list of non-revs

When you click on Select to select a flight, you will activate the window to the immediate right of the selection area. Here is where your selected flights will display.

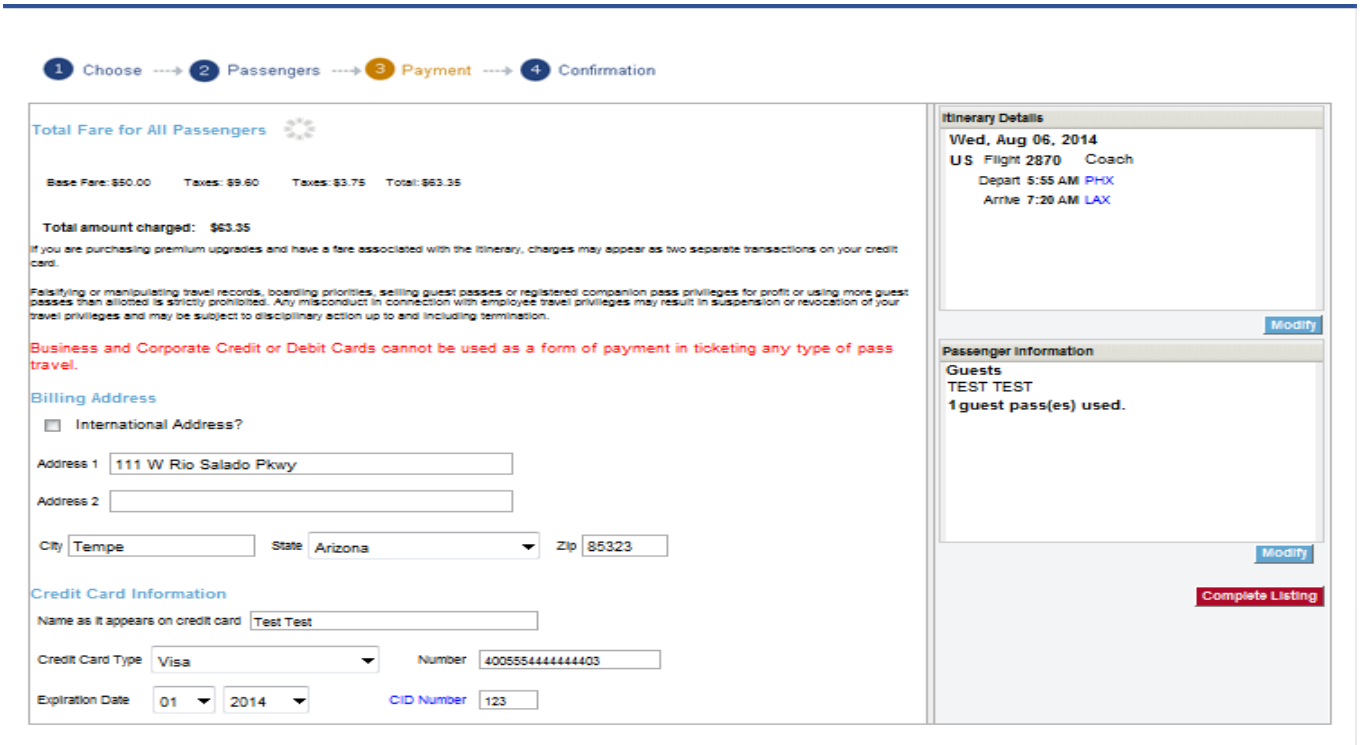

Clear All Tabs
PHX - LAS
LAS - PHX
Select a flight.
Las Vegas, NV (LAS) - Phoenix, AZ (PHX)
04/16/2011 04/17/2011 04/18/2011 04/19/2011 04/20/2011
Flight Number Depart Arrive Stops First Seats Available Coach Seats Available
US 460 6:40 AM (LAS) 7:52 AM (PHX) 0 Select 12 Select 120
US 600 8:05 AM (LAS) 9:15 AM (PHX) 0 Select 12 Select 112
US 51 9:50 AM (LAS) 11:01 AM (PHX) 0 Select 12 Cancel 106
US 356 9:55 AM (LAS) 11:06 AM (PHX) 0 1h 11m 319 C T Select 12 Select 106
US 601 11:55 AM (LAS) 1:04 PM (PHX) 0 1h 9m 320 C T Select 10 Select 131
US 1194 12:40 PM (LAS) 1:50 PM (PHX) 0 1h 10m 321 C T Select 0 Select 0
US 644 2:40 PM (LAS) 3:47 PM (PHX) 0 1h 7m
The flight you selected can be removed from the window by clicking on *Cancel.*
Once you've selected all of your flight legs, cilck on *Continue.*
Itinerary Details
Fri, Apr 15, 2011
US Flight 2648 Coach
Depart 5:15 AM PHX
Arrive 6:22 AM LAS
Mon, Apr 18, 2011
US Flight 51 Coach
Depart 9:50 AM LAS
Arrive 11:01 AM PHX
Continue

After clicking on **Continue,** you will be taken to the *Passengers* screen.

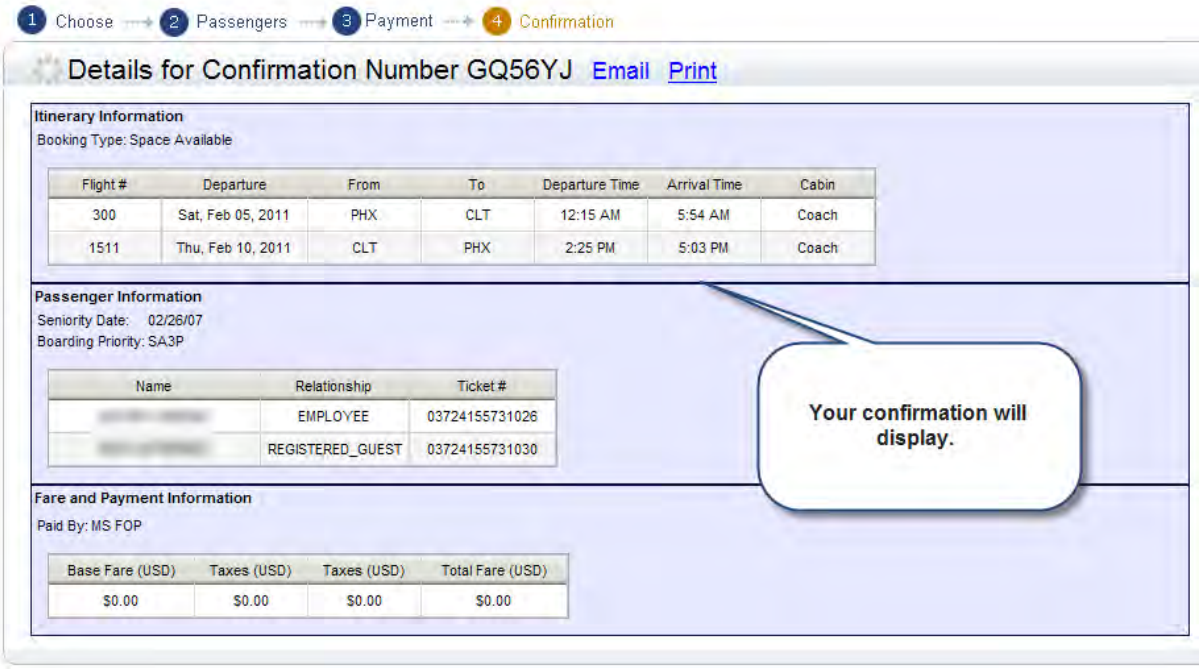
### Step 3) Select the Passengers

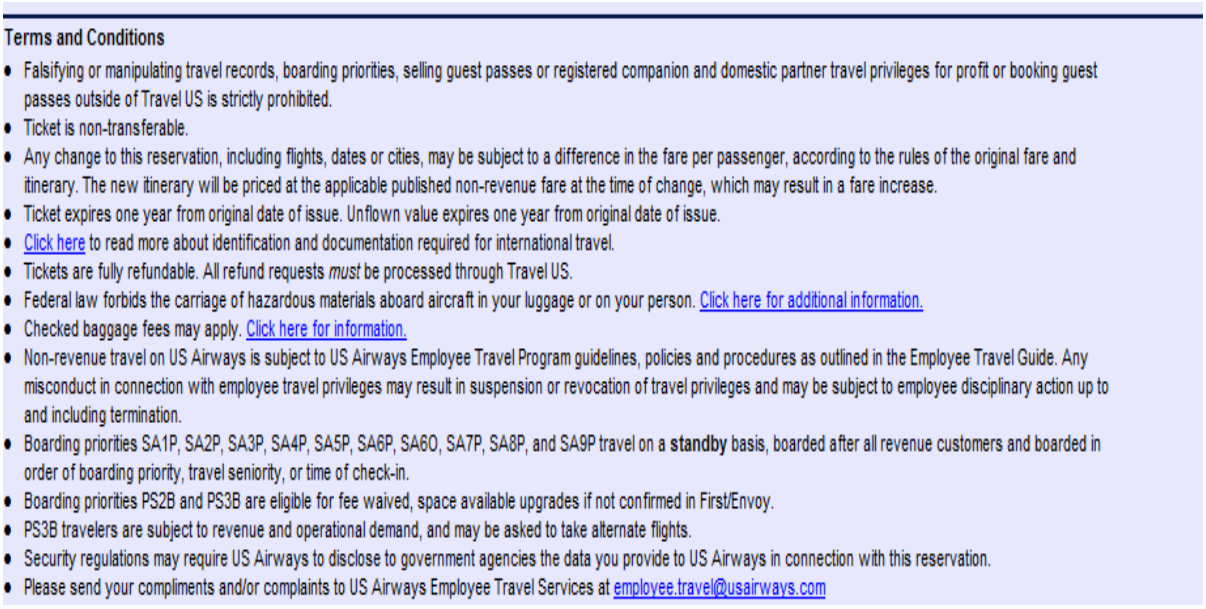

1 Choose 2 Passengers 3 Payment 4 Confirmation
Select Passengers To List
Test T Testone
Jane L Doe
Bobby B Bufford
Johnny J Bufford
Billy T Bufford
Tommy B Bufford
Sammy S Bufford
Handy C Bufford
Smack S Bufford
Tom T Tommy
Linda L Lovely
SA1 pass 5 remaining
Phone Number 3332221111 Mobile Home Work
Email Address test@test.usairways.com
Number of Guests 0 (6 pass(es) remaining)
Country United States
Select the passengers travelling on the booking, enter your phone number and email address, and select the number of guest passes you'll be using (if any) from the pull-down menu.
Itinerary Details
Wed, Aug 06, 2014
US Flight 2870 Coach
Depart 5:55 AM PHX
Arrive 7:20 AM LAX
Passenger Information
Selected Passengers
Jane L Doe Edit MX?
Check this box only if you are a citizen or resident of Mexico.
0 guest pass(es) used.
0 vacation pass(es) used.
Continue

You will then be taken to the *Confirmation* screen if there is no payment due. If there is a payment necessary, you will be taken to the *Payment* screen.


1 Choose 2 Passengers 3 Payment 4 Confirmation
Total Fare for All Passengers
Base Fare: $50.00 Taxes: $9.60 Taxes: $3.75 Total: $63.35
Total amount charged: $63.35
If you are purchasing premium upgrades and have a fare associated with the itinerary, charges may appear as two separate transactions on your credit card.
Falsifying or manipulating travel records, boarding priorities, selling guest passes or registered companion pass privileges for profit or using more guest passes than allotted is strictly prohibited. Any misconduct in connection with employee travel privileges may result in suspension or revocation of your travel privileges and may be subject to disciplinary action up to and including termination.
Business and Corporate Credit or Debit Cards cannot be used as a form of payment in ticketing any type of pass travel.
Billing Address
International Address?
Address 1 111 W Rio Salado Pkwy
Address 2
City Tempe State Arizona Zip 85323
Credit Card Information
Name as it appears on credit card Test Test
Credit Card Type Visa Number 4005554444444403
Expiration Date 01 2014 CID Number 123
Itinerary Details
Wed, Aug 06, 2014
US Flight 2870 Coach
Depart 5:55 AM PHX
Arrive 7:20 AM LAX
Modify
Passenger Information
Guests
TEST TEST
1 guest pass(es) used.
Modify
Complete Listing

### Step 4) Review


1 Choose
2 Passengers
3 Payment
4 Confirmation
Details for Confirmation Number GQ56YJ Email Print
Itinerary Information
Booking Type: Space Available
Flight # | Departure | From | To | Departure Time | Arrival Time | Cabin
300 | Sat, Feb 05, 2011 | PHX | CLT | 12:15 AM | 5:54 AM | Coach
1511 | Thu, Feb 10, 2011 | CLT | PHX | 2:25 PM | 5:03 PM | Coach
Passenger Information
Seniority Date: 02/26/07
Boarding Priority: SA3P
Name | Relationship | Ticket #
EMPLOYEE | 03724155731026
REGISTERED_GUEST | 03724155731030
Your confirmation will display.
Fare and Payment Information
Paid By: MS FOP
Base Fare (USD) | Taxes (USD) | Taxes (USD) | Total Fare (USD)
$0.00 | $0.00 | $0.00 | $0.00



**Terms and Conditions**

- Falsifying or manipulating travel records, boarding priorities, selling guest passes or registered companion and domestic partner travel privileges for profit or booking guest passes outside of Travel US is strictly prohibited.
- Ticket is non-transferable.
- Any change to this reservation, including flights, dates or cities, may be subject to a difference in the fare per passenger, according to the rules of the original fare and itinerary. The new itinerary will be priced at the applicable published non-revenue fare at the time of change, which may result in a fare increase.
- Ticket expires one year from original date of issue. Unflown value expires one year from original date of issue.
- Click here to read more about identification and documentation required for international travel.
- Tickets are fully refundable. All refund requests *must* be processed through Travel US.
- Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person. Click here for additional information.
- Checked baggage fees may apply. Click here for information.
- Non-revenue travel on US Airways is subject to US Airways Employee Travel Program guidelines, policies and procedures as outlined in the Employee Travel Guide. Any misconduct in connection with employee travel privileges may result in suspension or revocation of travel privileges and may be subject to employee disciplinary action up to and including termination.
- Boarding priorities SA1P, SA2P, SA3P, SA4P, SA5P, SA6P, SA6O, SA7P, SA8P, and SA9P travel on a **standby** basis, boarded after all revenue customers and boarded in order of boarding priority, travel seniority, or time of check-in.
- Boarding priorities PS2B and PS3B are eligible for fee waived, space available upgrades if not confirmed in First/Envoy.
- PS3B travelers are subject to revenue and operational demand, and may be asked to take alternate flights.
- Security regulations may require US Airways to disclose to government agencies the data you provide to US Airways in connection with this reservation.
- Please send your compliments and/or complaints to US Airways Employee Travel Services at employee.travel@usairways.com

From here, you should print or e-mail your flight information.

**Payment not processing? There are a few common reasons for this:**

**#1: There is no money available on your credit card. Please know that the transaction will touch your account immediately, so the funds must be available at the time of purchase.**

**#2: The address entered on the payment screen does not match the billing address the bank has on file. Be sure to enter the address exactly as the bank shows it.**

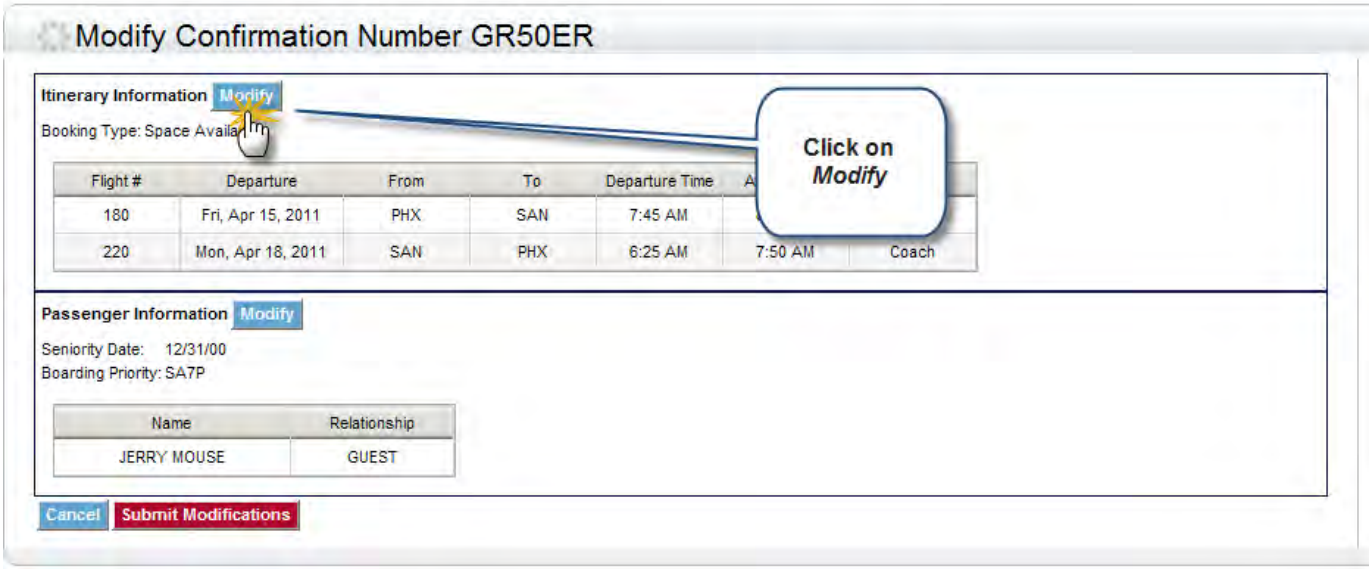
**#3: Repeatedly clicking on the *Complete Listing* button. Doing so continuously will corrupt the transaction. Sometimes the system runs slower than normal due to routine system updates. Once you've clicked on *Complete Listing*, be patient and wait for the transaction to go through.**

## Electronic Premium Cabin Upgrades

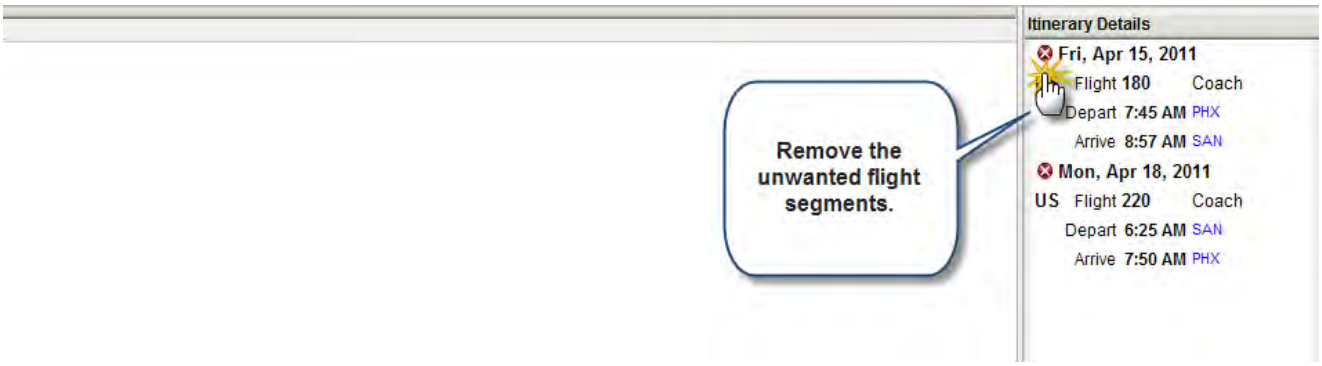
Please refer to the Help guide and FAQ's posted under the Help Menu on Travel US for any questions on /purchasing booking Premium Cabin Upgrades.

## Modifying a Flight

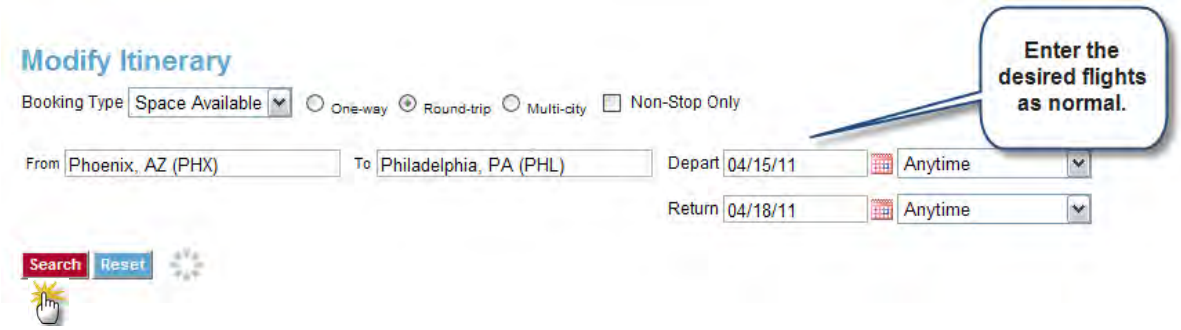
Go to the *Profile* page and select the flight you want to modify/cancel under **Recent Listings**.



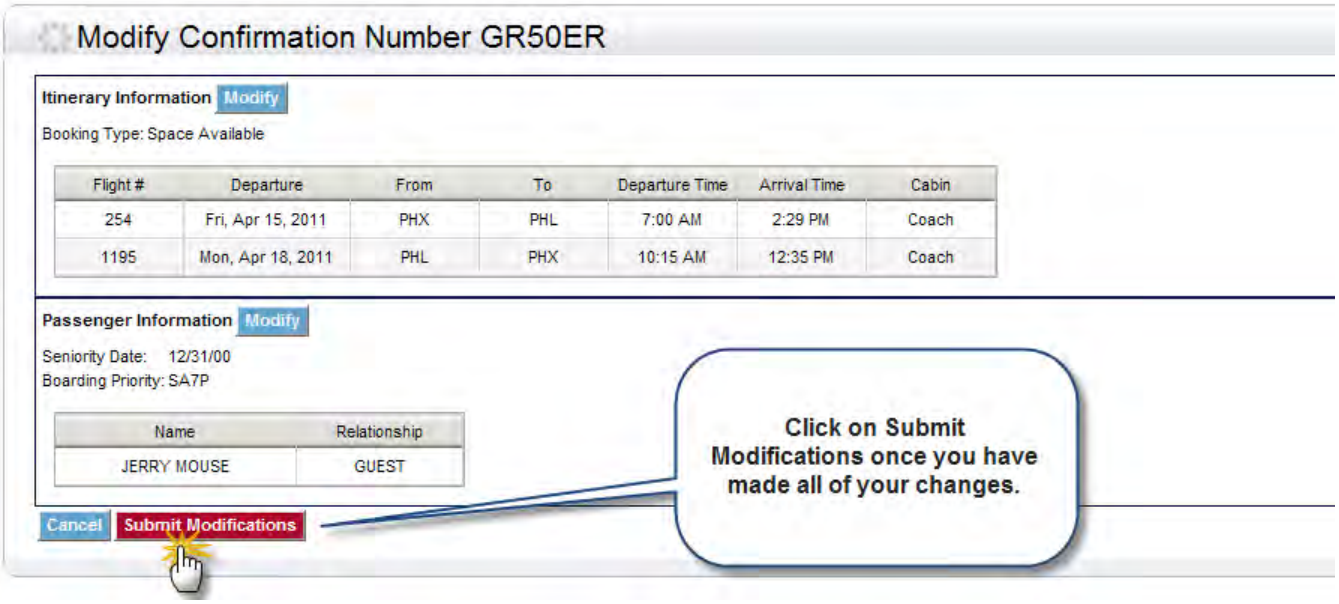

Remove the segments you do not want.



Enter the cities and dates you want to change and click on **Search**. Proceed as normal.

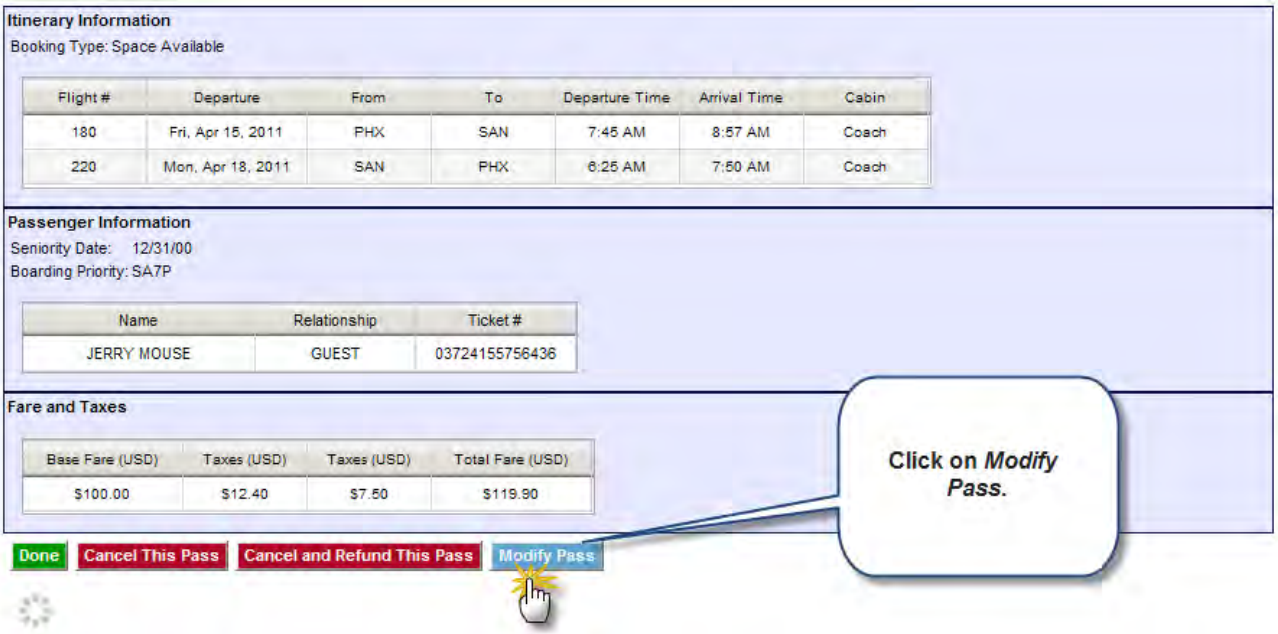



Once you have selected your flights, you will be taken back to the *Modify Confirmation Number* page.


Modify Confirmation Number GR50ER
Itinerary Information Modify
Booking Type: Space Available
Flight # Departure From To Departure Time Arrival Time Cabin
254 Fri, Apr 15, 2011 PHX PHL 7:00 AM 2:29 PM Coach
1195 Mon, Apr 18, 2011 PHL PHX 10:15 AM 12:35 PM Coach
Passenger Information Modify
Seniority Date: 12/31/00
Boarding Priority: SA7P
Name Relationship
JERRY MOUSE GUEST
Cancel
Submit Modifications
Click on Submit Modifications once you have made all of your changes.

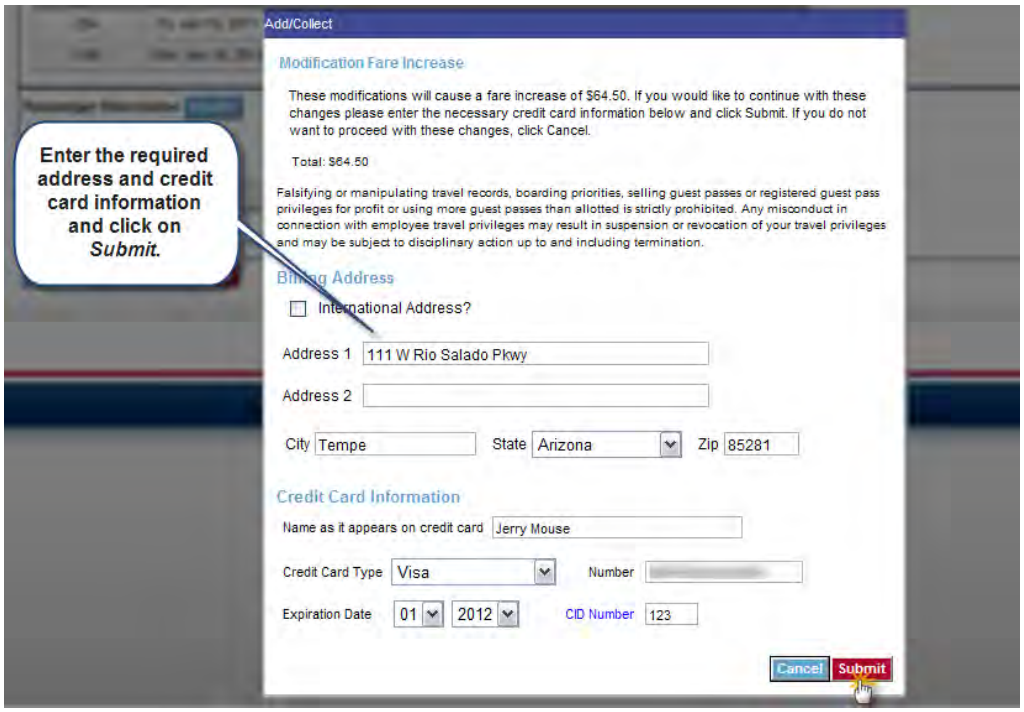
## Modifying Flights When Money is Involved

From the *My Profile* page, pull up the flight you wish to change.

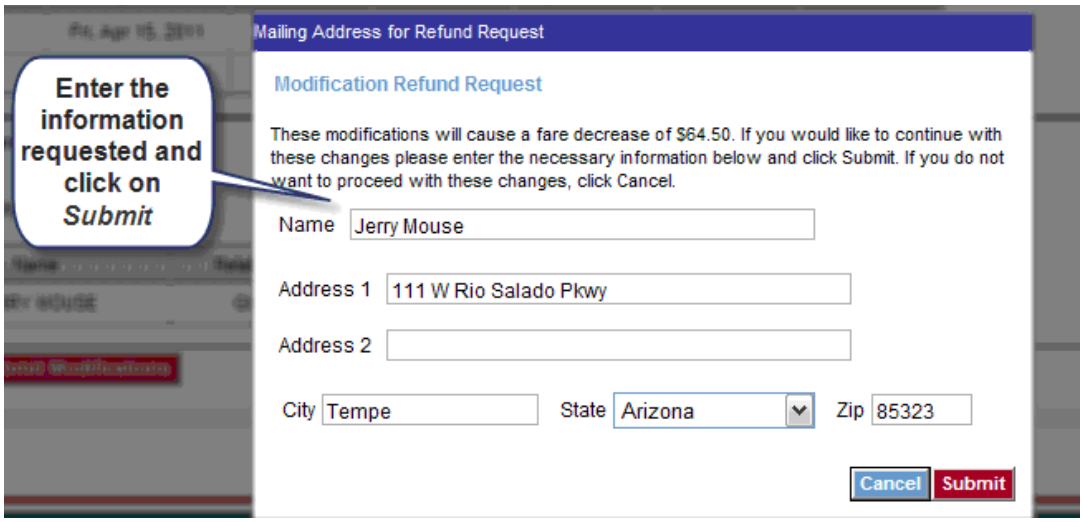

Itinerary Information
Booking Type: Space Available
Flight # Departure From To Departure Time Arrival Time Cabin
180 Fri, Apr 15, 2011 PHX SAN 7:45 AM 8:57 AM Coach
220 Mon, Apr 18, 2011 SAN PHX 6:25 AM 7:50 AM Coach
Passenger Information
Seniority Date: 12/31/00
Boarding Priority: SA7P
Name Relationship Ticket #
JERRY MOUSE GUEST 03724155756436
Fare and Taxes
Base Fare (USD) Taxes (USD) Taxes (USD) Total Fare (USD)
$100.00 $12.40 $7.50 $119.90
Done
Cancel This Pass
Cancel and Refund This Pass
Modify Pass
Click on Modify Pass.

Make your modifications as normal (see **Modifying a Flight**). You will be taken back to the *Confirmation* page.

Once you have clicked on **Submit Modifications**, you will receive fare instructions. If the modifications you've made will cause an increase in the fare that has already been paid, you will see the following window:

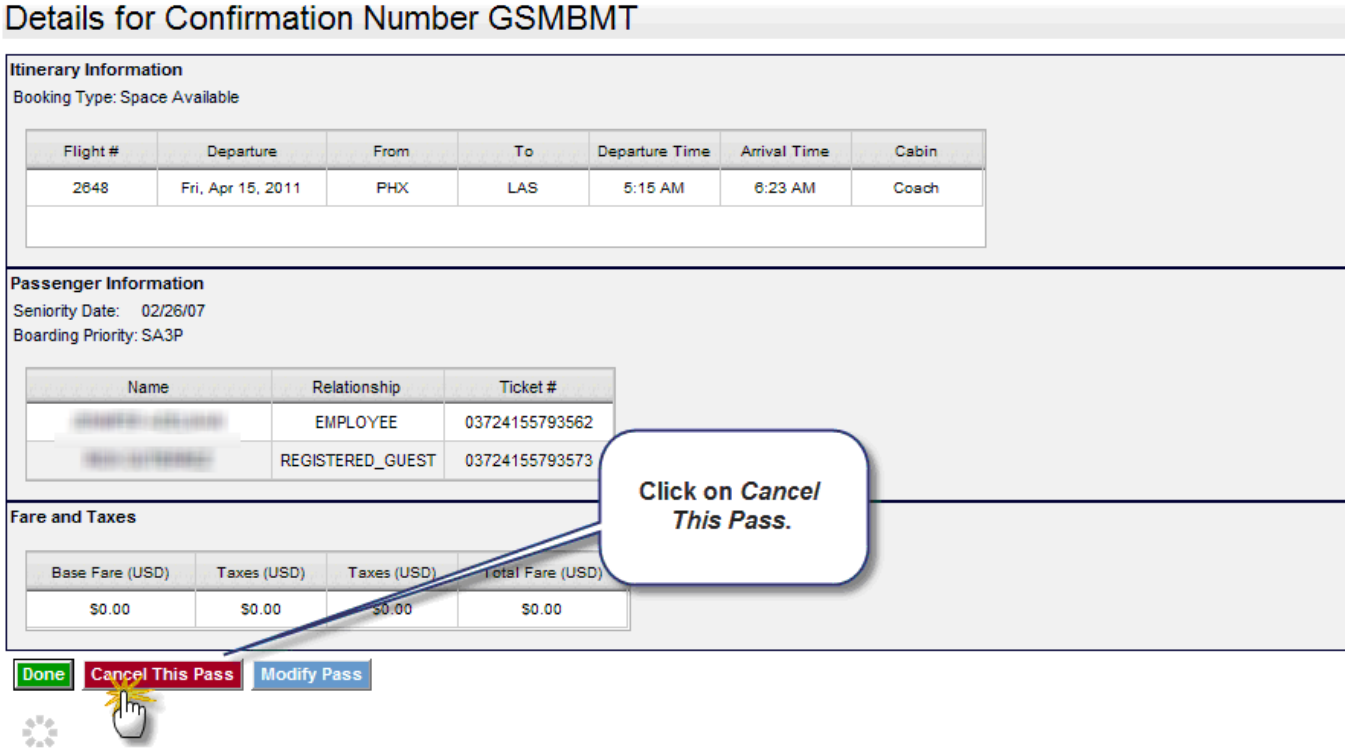

Add/Collect
Modification Fare Increase
These modifications will cause a fare increase of $64.50. If you would like to continue with these changes please enter the necessary credit card information below and click Submit. If you do not want to proceed with these changes, click Cancel.
Total: $64.50
Falsifying or manipulating travel records, boarding priorities, selling guest passes or registered guest pass privileges for profit or using more guest passes than allotted is strictly prohibited. Any misconduct in connection with employee travel privileges may result in suspension or revocation of your travel privileges and may be subject to disciplinary action up to and including termination.
Billing Address
International Address?
Address 1 111 W Rio Salado Pkwy
Address 2
City Tempe State Arizona Zip 85281
Credit Card Information
Name as it appears on credit card Jerry Mouse
Credit Card Type Visa Number
Expiration Date 01 2012 CID Number 123
Cancel
Submit
Enter the required address and credit card information and click on Submit.

If the modifications you have made are less than what was originally paid (because you changed the flight segments to a cheaper fare or because you removed someone from the listing), you will see the following:


Mailing Address for Refund Request
Enter the information requested and click on *Submit*
Modification Refund Request
These modifications will cause a fare decrease of $64.50. If you would like to continue with these changes please enter the necessary information below and click Submit. If you do not want to proceed with these changes, click Cancel.
Name Jerry Mouse
Address 1 111 W Rio Salado Pkwy
Address 2
City Tempe
State Arizona
Zip 85323
Cancel
Submit

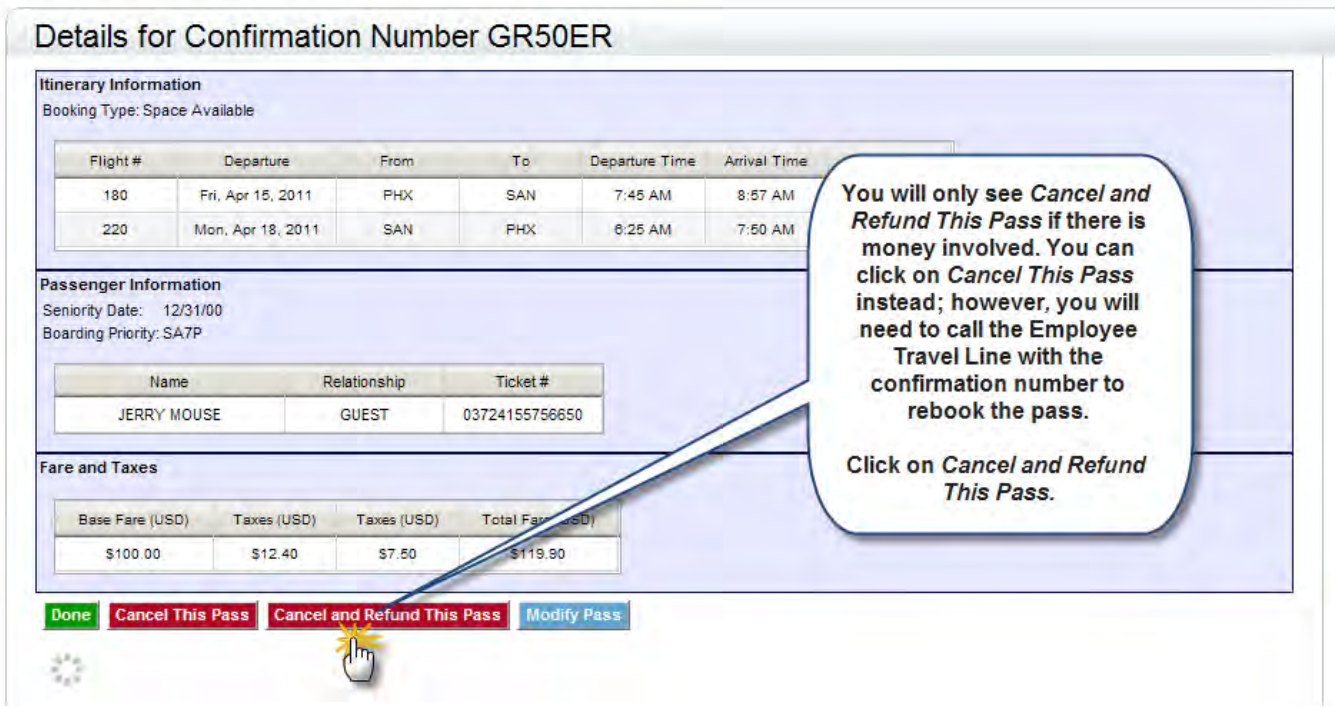
## Cancelling a Flight

Pull up the flight by entering the **Confirmation #** in the *Lookup* area of the *Profile* page or by clicking on the **Confirmation #** under *Recent Listings*.

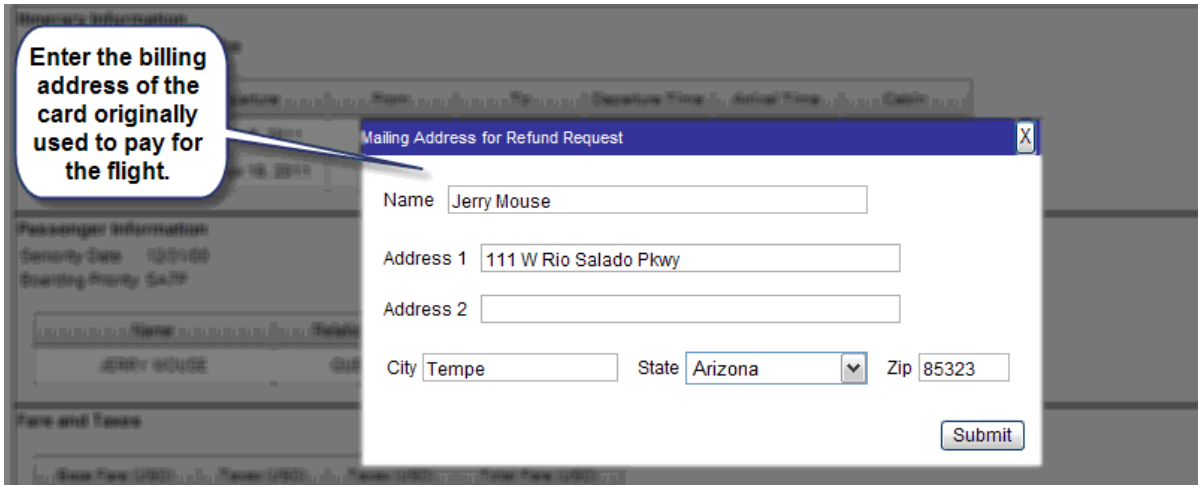

Details for Confirmation Number GSMBMT
Itinerary Information
Booking Type: Space Available
Flight # Departure From To Departure Time Arrival Time Cabin
2648 Fri, Apr 15, 2011 PHX LAS 5:15 AM 6:23 AM Coach
Passenger Information
Seniority Date: 02/26/07
Boarding Priority: SA3P
Name Relationship Ticket #
EMPLOYEE 03724155793562
REGISTERED_GUEST 03724155793573
Fare and Taxes
Base Fare (USD) Taxes (USD) Taxes (USD) Total Fare (USD)
$0.00 $0.00 $0.00 $0.00
Click on *Cancel This Pass.*
Done
Cancel This Pass
Modify Pass

## Cancelling and Refunding a Pass

Pull up the flight by entering the **Confirmation #** in the *Lookup* area of the *Profile* page or by clicking on the **Confirmation #** under *Recent Listings*.


Details for Confirmation Number GR50ER
Itinerary Information
Booking Type: Space Available
Flight # Departure From To Departure Time Arrival Time
180 Fri, Apr 15, 2011 PHX SAN 7:45 AM 8:57 AM
220 Mon, Apr 18, 2011 SAN PHX 6:25 AM 7:50 AM
Passenger Information
Seniority Date: 12/31/00
Boarding Priority: SA7P
Name Relationship Ticket #
JERRY MOUSE GUEST 03724155756650
Fare and Taxes
Base Fare (USD) Taxes (USD) Taxes (USD) Total Fare (USD)
$100.00 $12.40 $7.50 $119.90
Done
Cancel This Pass
Cancel and Refund This Pass
Modify Pass
You will only see Cancel and Refund This Pass if there is money involved. You can click on Cancel This Pass instead; however, you will need to call the Employee Travel Line with the confirmation number to rebook the pass.
Click on Cancel and Refund This Pass.

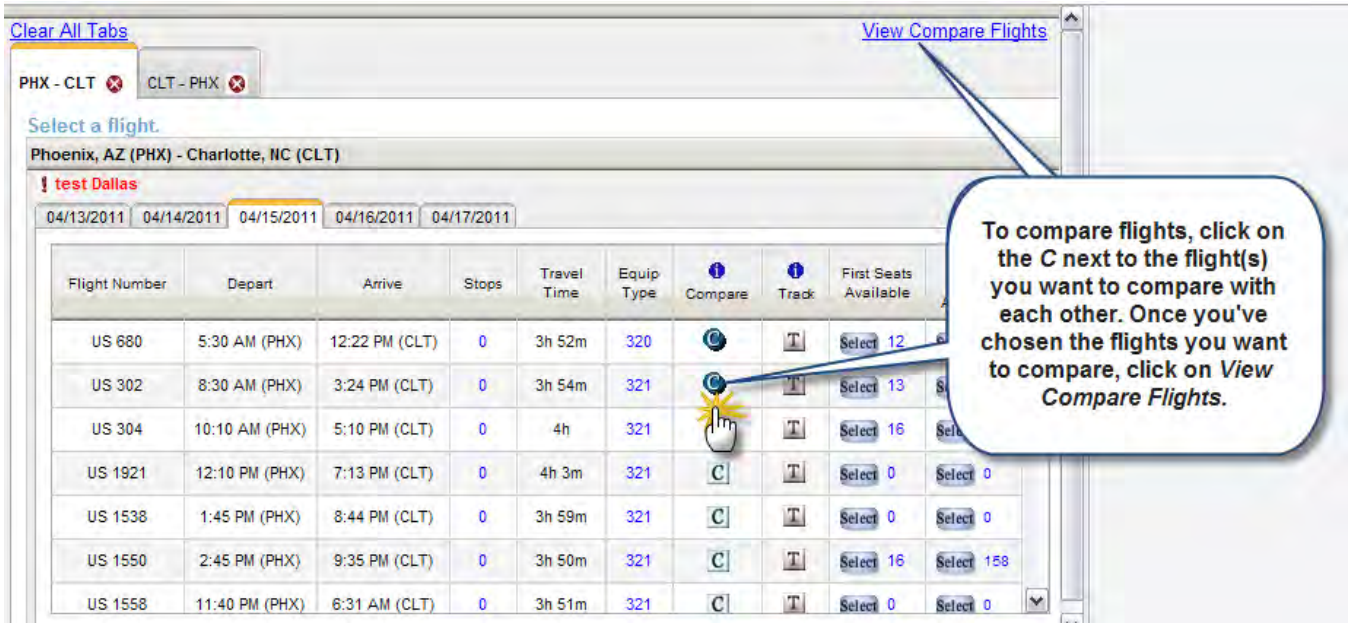
The *Refund* window will appear:


Enter the billing address of the card originally used to pay for the flight.
Mailing Address for Refund Request
Name Jerry Mouse
Address 1 111 W Rio Salado Pkwy
Address 2
City Tempe
State Arizona
Zip 85323
Submit

**Refunds will be credited back to the payer's credit or debit card, normally within 7 to 10 business days.**

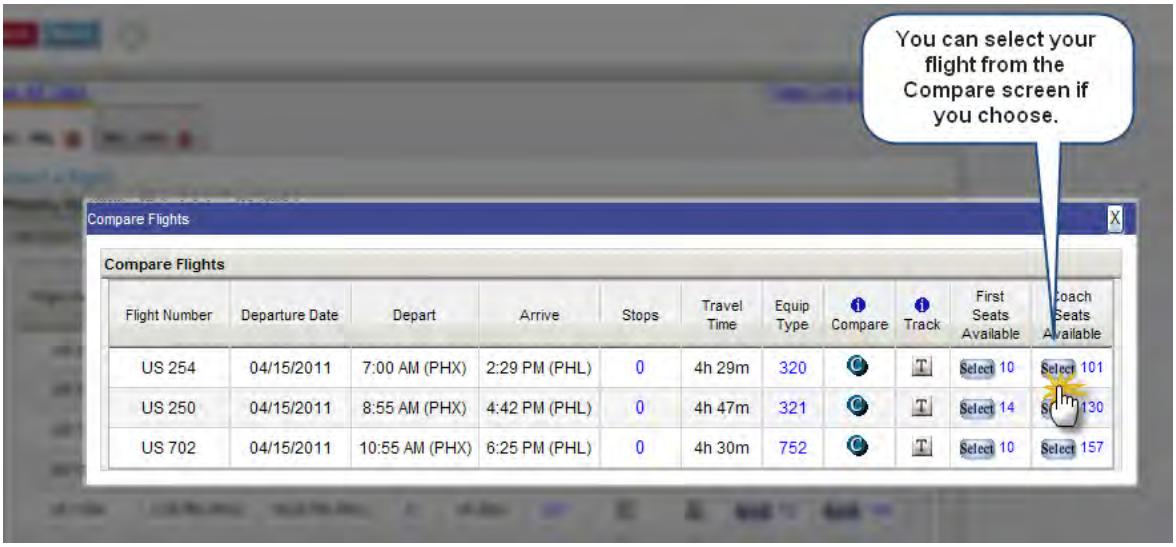
## Comparing Flights

You now are able to compare flights that you are interested in booking. Enter your desired city routes and dates and click on **Search**. The flights available will display:


Clear All Tabs
View Compare Flights
PHX - CLT
CLT - PHX
Select a flight.
Phoenix, AZ (PHX) - Charlotte, NC (CLT)
test Dallas
04/13/2011
04/14/2011
04/15/2011
04/16/2011
04/17/2011
To compare flights, click on the C next to the flight(s) you want to compare with each other. Once you've chosen the flights you want to compare, click on View Compare Flights.

| Flight Number | Depart | Arrive | Stops | Travel Time | Equip Type | Compare | Track | First Seats Available | |
|---|---|---|---|---|---|---|---|---|---|
| US 680 | 5:30 AM (PHX) | 12:22 PM (CLT) | 0 | 3h 52m | 320 | C | T | Select 12 | |
| US 302 | 8:30 AM (PHX) | 3:24 PM (CLT) | 0 | 3h 54m | 321 | C | T | Select 13 | |
| US 304 | 10:10 AM (PHX) | 5:10 PM (CLT) | 0 | 4h | 321 | C | T | Select 16 | |
| US 1921 | 12:10 PM (PHX) | 7:13 PM (CLT) | 0 | 4h 3m | 321 | C | T | Select 0 | Select 0 |
| US 1538 | 1:45 PM (PHX) | 8:44 PM (CLT) | 0 | 3h 59m | 321 | C | T | Select 0 | Select 0 |
| US 1550 | 2:45 PM (PHX) | 9:35 PM (CLT) | 0 | 3h 50m | 321 | C | T | Select 16 | Select 158 |
| US 1558 | 11:40 PM (PHX) | 6:31 AM (CLT) | 0 | 3h 51m | 321 | C | T | Select 0 | Select 0 |

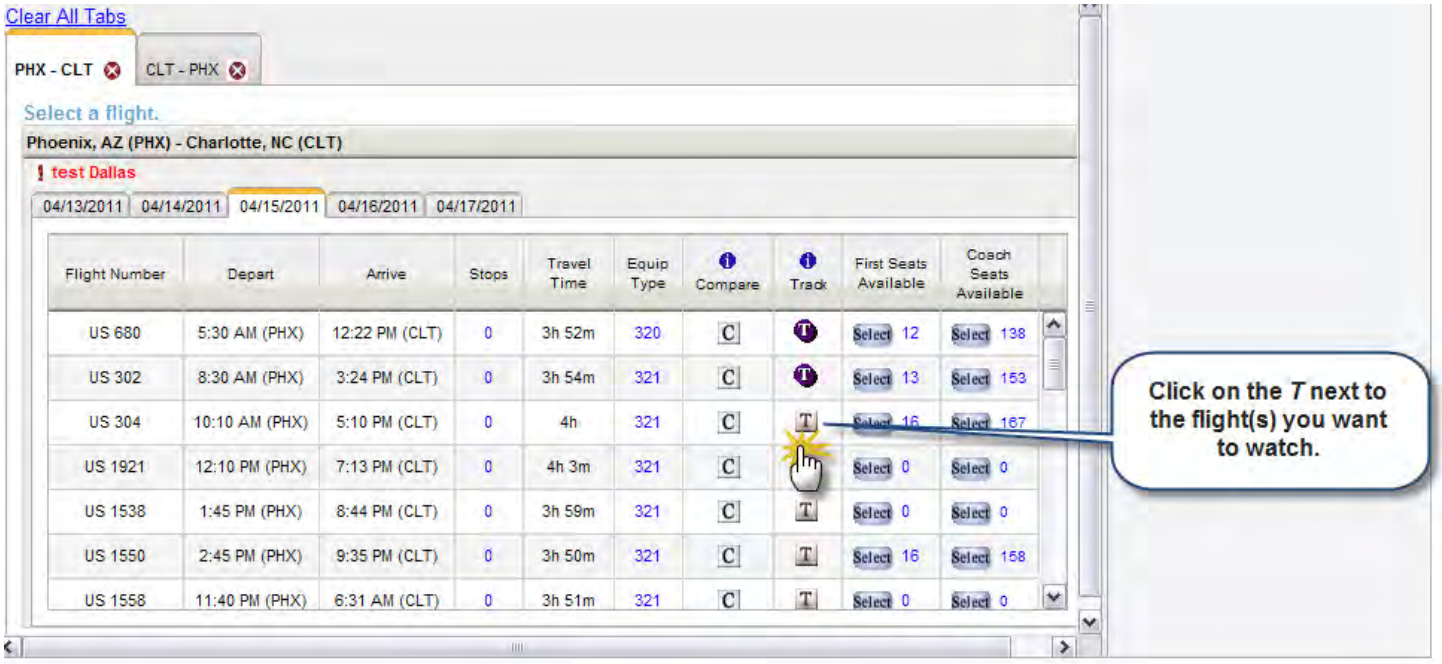
The flights you want to compare will display.



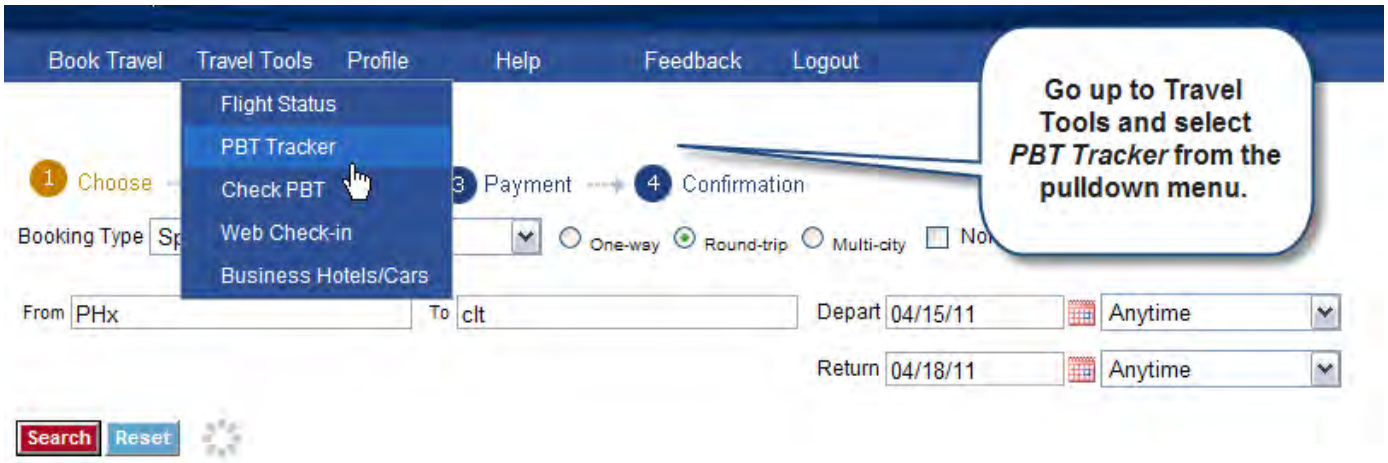

| Flight Number | Departure Date | Depart | Arrive | Stops | Travel Time | Equip Type | Compare | Track | First Seats Available | Coach Seats Available |
|---|---|---|---|---|---|---|---|---|---|---|
| US 254 | 04/15/2011 | 7:00 AM (PHX) | 2:29 PM (PHL) | 0 | 4h 29m | 320 | C | T | Select 10 | Select 101 |
| US 250 | 04/15/2011 | 8:55 AM (PHX) | 4:42 PM (PHL) | 0 | 4h 47m | 321 | C | T | Select 14 | Select 130 |
| US 702 | 04/15/2011 | 10:55 AM (PHX) | 6:25 PM (PHL) | 0 | 4h 30m | 752 | C | T | Select 10 | Select 157 |

## The PBT (Passenger Boarding Totals) Tracker

It's now easier to watch flights you want to keep an eye on. To utilize the *PBT Tracker*, enter your desired city routes and dates on the *Book Travel* page and click on **Search**. The flights available will display:


Clear All Tabs
PHX - CLT
CLT - PHX
Select a flight.
Phoenix, AZ (PHX) - Charlotte, NC (CLT)
test Dallas
04/13/2011 04/14/2011 04/15/2011 04/16/2011 04/17/2011
Flight Number Depart Arrive Stops Travel Time Equip Type Compare Track First Seats Available Coach Seats Available
US 680 5:30 AM (PHX) 12:22 PM (CLT) 0 3h 52m 320 C T Select 12 Select 138
US 302 8:30 AM (PHX) 3:24 PM (CLT) 0 3h 54m 321 C T Select 13 Select 153
US 304 10:10 AM (PHX) 5:10 PM (CLT) 0 4h 321 C T Select 16 Select 167
US 1921 12:10 PM (PHX) 7:13 PM (CLT) 0 4h 3m 321 C T Select 0 Select 0
US 1538 1:45 PM (PHX) 8:44 PM (CLT) 0 3h 59m 321 C T Select 0 Select 0
US 1550 2:45 PM (PHX) 9:35 PM (CLT) 0 3h 50m 321 C T Select 16 Select 158
US 1558 11:40 PM (PHX) 6:31 AM (CLT) 0 3h 51m 321 C T Select 0 Select 0
Click on the T next to the flight(s) you want to watch.

Once you have added a flight to the *PBT Tracker*, you will need to go to a different page to view it.



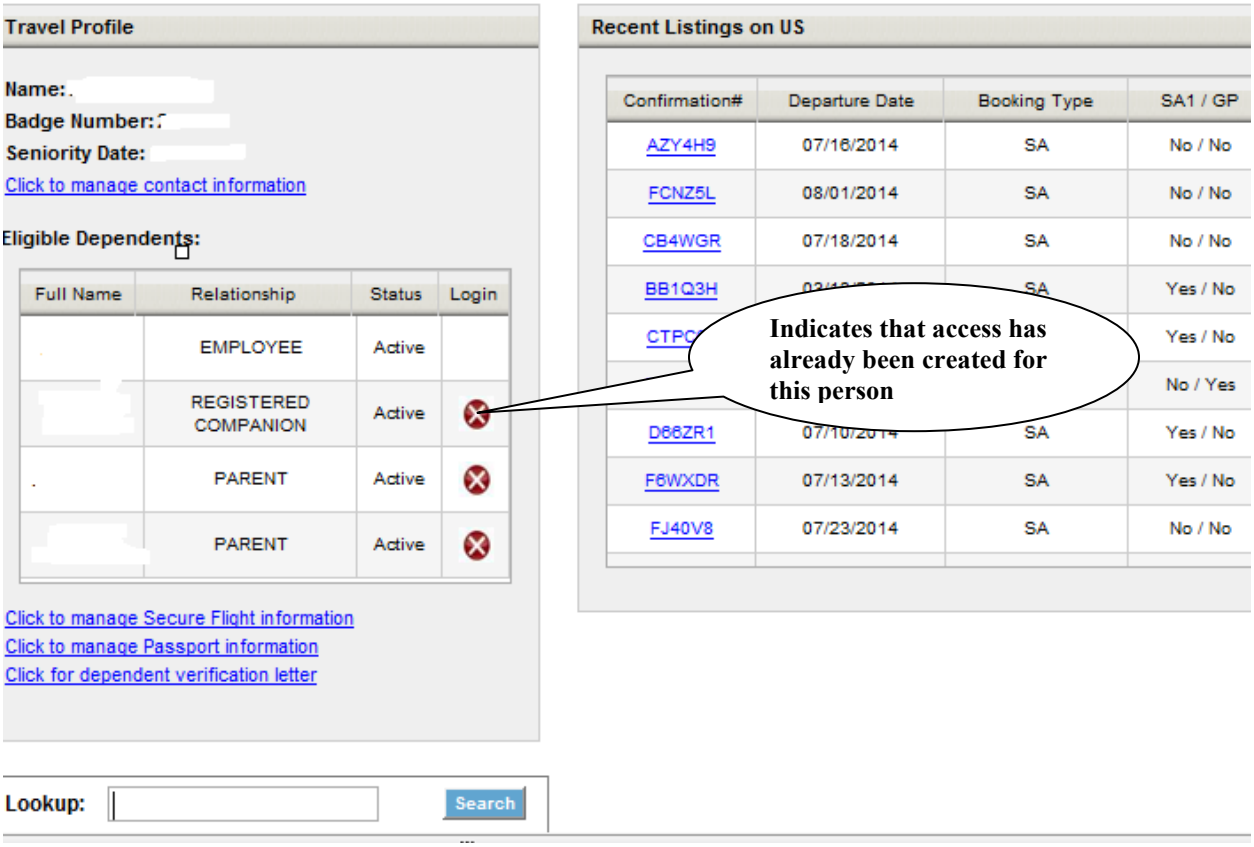
PBT Tracker
First/Envoy
Coach
Flight # Depart Arrive Date Cap AU Bkd SA NR Cap AU Bkd SA NR Delete
US 680 PHX (05:30 AM) CLT 04/15/2011 12 12 0 12 0 138 145 0 138 1
US 302 PHX (08:35 AM) CLT 04/15/2011 16 16 3 13 0 167 176 14 153 0
US 300 PHX (12:15 AM) CLT 02/05/2011 16 16 4 12 0 167 177 65 102 2
US 302 PHX (09:35 AM) CLT 02/05/2011 16 16 11 5 4 167 173 92 75 1
All of the flights you are watching will display. To remove a flight, click on the Red X under the Delete column.

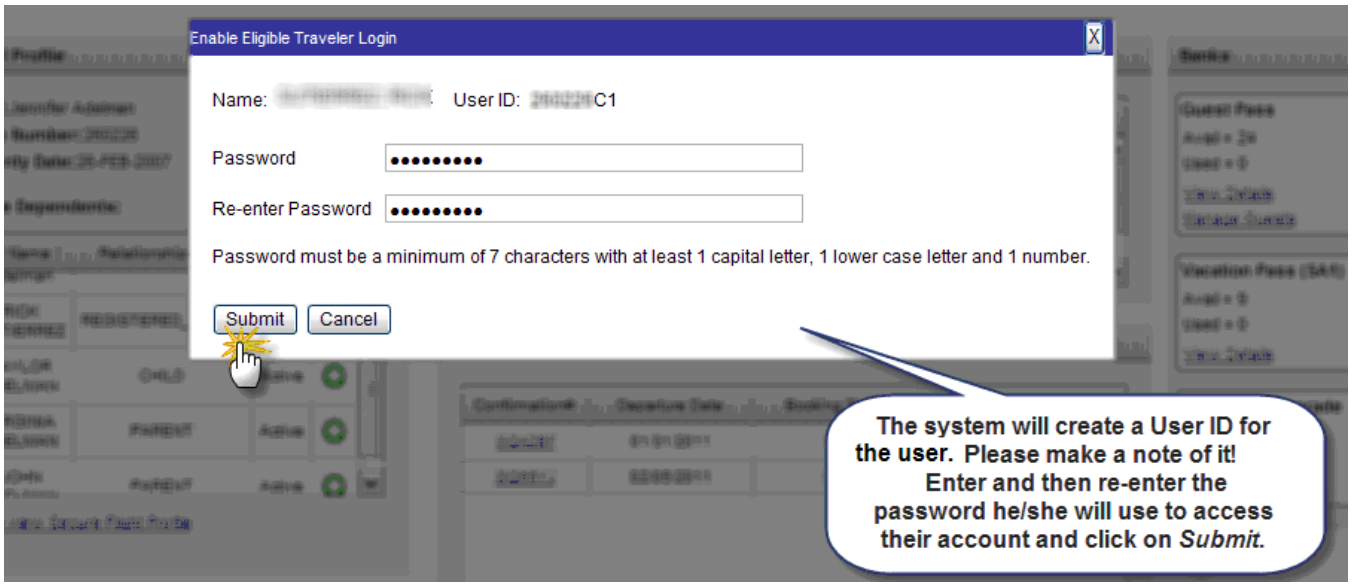
## Pricing a Flight

On occasion, you will want to determine the taxes/fees of a flight for an International flight, or parent/in-law service charges, or premium cabin upgrades fees; the new Travel US makes it easier to do so. Enter your flight cities and dates as normal. When you get to the *Passengers* screen select the passengers you wish to list and then click on the ***Price It!*** Button.

## Assigning Booking Access to Someone on Your Travel Profile

Go to your *Profile* page.

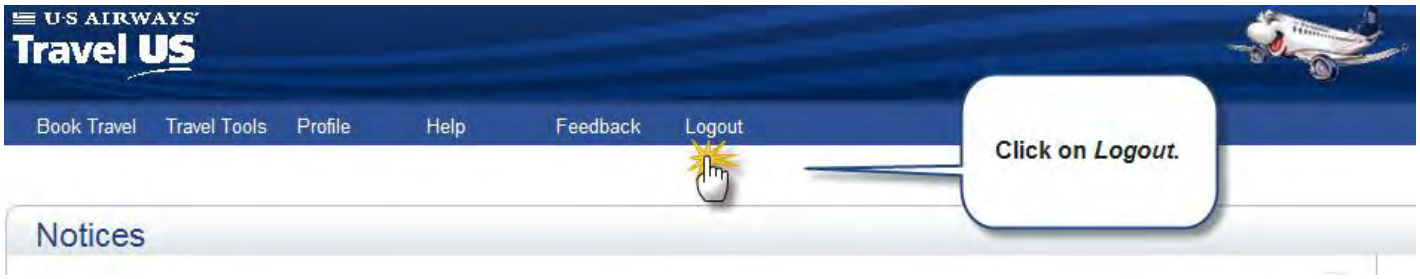




Enable Eligible Traveler Login
Name:
User ID:
C1
Password
Re-enter Password
Password must be a minimum of 7 characters with at least 1 capital letter, 1 lower case letter and 1 number.
Submit
Cancel
The system will create a User ID for the user. Please make a note of it! Enter and then re-enter the password he/she will use to access their account and click on Submit.

Once completed, you will be taken back to the *Profile* page. Your eligible family member will now be able to log in using the User ID and password you just created.

## Logging Out

It's very important to remember to always log out of your session once you are done.




You will be taken back to the Wings homepage.

Elise Eberwein
Executive Vice President – People and Communications

American Airlines

September 2, 2014

Dear TWA Retiree:

I'm pleased to share some very great news. Effective Sept. 10, 2014, you will have the same travel privileges as all other American Airlines retirees. That means that not only will you have unlimited fee-waived Coach travel, but so will your spouse/domestic partner/registered companion and eligible children. Your parents will have unlimited travel, you'll receive vacation (D1) and buddy (D3) passes and more.

There are a few items that won't be available to all non-rev travelers until we have a single Passenger Service System (PSS) in 2015, but there is plenty for you to enjoy right now. Take a look.

## Your New Travel Privileges

- **Unlimited Travel** – You and your eligible travelers will have unlimited, space-available Coach travel on our combined network. "Eligible travelers" include your spouse or company-recognized domestic partner (or registered companion if you are not married) and qualified children up to age 24.
- **Free Travel** – We've waived all service charges for you and your eligible travelers, so now you and your eligible travelers can fly for free in Coach. Be prepared to pay any government taxes or fees on your itinerary (those are out of our hands!). If you want to fly in First or Business Class, service charges* will apply.
- **Parents and Registered Companions Can Travel, Too** – Registered Companions and parents will also have access to unlimited, space-available travel in Coach. There are non-revenue service charges* for parents.
- **Vacation (D1) Passes** – For 2014, you and each of your eligible travelers will receive four one-way D1 vacation passes every year for use on eligible AA flights. Right now, that's legacy AA flights only. Once we have a single PSS, you can use them across the combined network.

  And starting, Jan. 1, 2015, we're pleased to announce all retirees will receive two additional vacation passes, for a total of six one-way passes for use each year by each eligible traveler.
- **Buddy (D3) Passes** – You will receive an annual allotment of eight one-way buddy (D3) passes available for use on eligible AA flights. These can be used by your friends and family who are not considered "eligible travelers" listed above. There are non-revenue service charges* for D3 pass usage, and right now, they can only be used on your legacy carrier. You will also receive the full 2014 allotment of eight one-way buddy (D3) passes in 2014.
- **Discounted Positive Space Travel on Both Carriers** – You are eligible to receive a 20 percent discount off most published fares (AA20) on eligible AA and US flights for you, your spouse/company-recognized domestic partner/registered companion, qualified children up to age 24 and parents. You may continue to book your flights on AA.com for both AA and US flights and call 1-888-WE-FLY-AA to get the ticket issued.
- **No Fees on First and Second Checked Bags** – You and your eligible travelers can each check up to two bags without incurring any fees.

oneworld

- **Bereavement Travel** – You are eligible for positive space tickets for emergency and bereavement travel, as defined in each legacy company's current policies, available on classic Jetnet.

- **The Ability to Travel on US Airways** – On Sept. 15, 2014, you and your eligible travelers will be able to book non-rev travel on US Airways flights directly through Travel US (US Airways' non-rev booking system). You can access the site directly through classic Jetnet. More information on that is below.

** You'll find a list of service charges for parent, buddy (D3) pass and parent travel on Jetnet.*

## The Boarding Process

On Sept. 10, 2014, we are aligning time of check-in boarding and the boarding priority for all active and retired employees in their legacy system:

- **Time of Check-in** – All non-rev travelers will board by time of check-in on their legacy airline. Check-in will be available 24 hours in advance of your flight.
- **Boarding Priority** – Non-rev travelers will also board in the following order on their legacy airline:
    - D1 (vacation passes)
    - D2 (active employees, both mainline and wholly owned, and their eligible travelers – spouse/domestic partner/registered companion and qualified children up to age 24)
    - D2R (all retirees, including TWA and Sabre retirees, and your eligible travelers)
    - D2P (parents, unless they are traveling with you, in which case they will board at D2R)
    - D3 (buddy passes)

  If your eligible travelers are traveling without you, they will still board at D2R priority. In all categories, travelers with connecting flights on the same metal will automatically be listed as a "through passenger" at their connecting city.

## What's Coming Later?

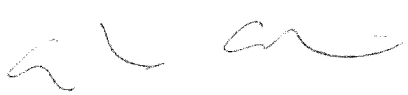
Once we have a Single Passenger Service System (PSS), which we expect in 2015…

- D1 vacation priority passes can be used on the combined network.
- D3 buddy passes can be used on the combined network.

That's a lot of information to process, so our team has posted much more information on classic Jetnet to walk you through the process. You'll find guides explaining how to book travel on American's Non-Revenue Travel Planner (NRTP) and Travel US, details on fees and how to pay for parent, buddy (D3) pass travel and premium cabin service charges, and answers to questions you may have.

I hope you'll take advantage of the travel program in the coming months and years as we restore American Airlines to greatness.

Sincerely,



**Please check the American Airlines TRIP Book for all official policies related to travel. This summary is not a policy document and to the extent it conflicts with the official policies related to travel, the official policies will apply. Remember, non-revenue travel is a privilege, not a benefit or a right.*

August 28, 2014 > Issue 81

# Arrivals

A communication for the employees of American Airlines

Restoring American as the greatest airline in the world

COMING SOON

## Non-Rev Travel CHANGES

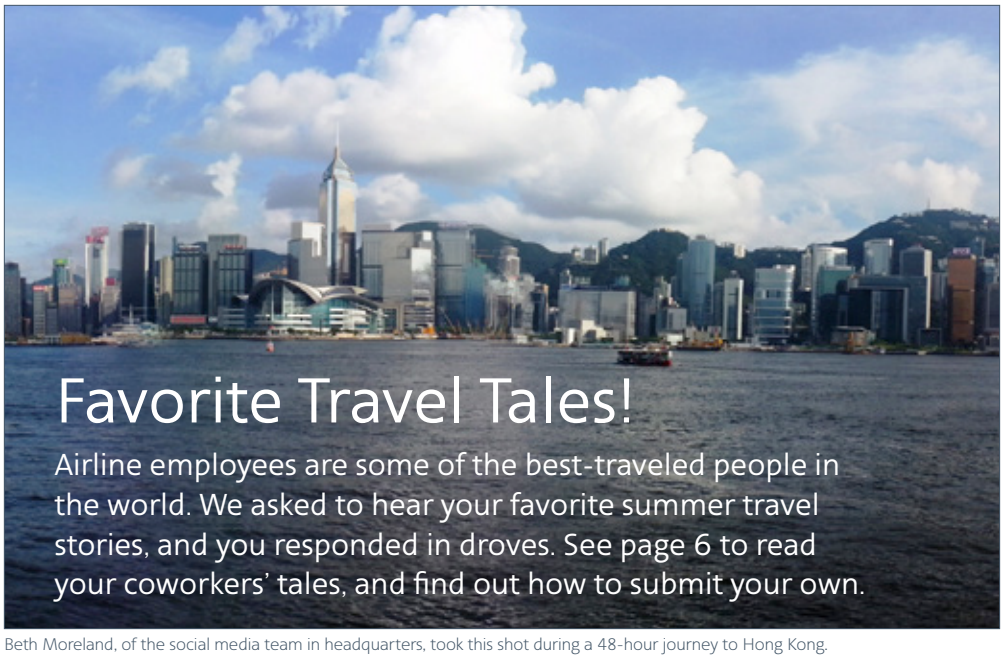
Big changes are coming in September. Here's your guide for all things non-rev, with much more information available to you on Jetnet and Wings.

## IN THIS ISSUE

**Sept. 10**
PAGE 2
Time of check-in boarding changes and new priority on your legacy carrier

**Sept. 15**
PAGE 3
How to book travel on the opposite carrier, pay the bill in different ways and understand boarding across carriers

**Be Prepared**
PAGE 4
Differences between reservation systems, and a "know before you go" checklist



## Favorite Travel Tales!

Airline employees are some of the best-traveled people in the world. We asked to hear your favorite summer travel stories, and you responded in droves. See page 6 to read your coworkers' tales, and find out how to submit your own.

Beth Moreland, of the social media team in headquarters, took this shot during a 48-hour journey to Hong Kong.

# 24 Hours Before Boarding: Time to Check In

Starting Sept. 10, boarding for all non-revenue travelers will be based on time of check-in on your legacy carrier, a change from US Airways' seniority-based policy. Twenty-four hours in advance of your flight, you will be able to check in online on your legacy carrier using Non-Rev Travel Planner (NRTP) and Travel US.

**HINT**

- If you've already listed for travel on your legacy carrier on or after Sept. 10, don't forget you'll want to check in up to 24 hours in advance. US Airways non-rev passengers traveling on Sept. 10 should visit Wings for more details about how to check in.
- Until Sept. 15, continue to use myIDTravel to book travel on your non-legacy carrier. You'll board via the current interim priority, after all legacy non-rev travelers have been accommodated and will check in 24 hours in advance at the airport.

# New Boarding Priority

Boarding priority changes on your legacy carrier go into effect on Sept. 10, and so do priority codes in Travel US. Clip and save this cheat sheet:

| Boarding priority | Current US Airways code | New US Airways code | American code |
|---|---|---|---|
| Vacation passes | SA1P | SD1V | D1 |
| Active employees (mainline and wholly owned) and eligible travelers | SA3P (SA4P dependents) | SD2E | D2 |
| Retirees, including TWA, and eligible travelers | SA4P (SA5P dependents) | SD2R | D2R |
| Parents and LUS non-wholly owned Express employees and their eligible dependents | SA4P (SA5P retirees) | SD2P | D2P |
| Buddy passes | SA7P | SD3G | D3 |
| Active LAA non-wholly owned affiliate airline personnel | N/A | N/A | AAC |
| **one**world personal travel | SA8P | ON1E | ONE |
| Other airline company business travel | SA60 | SD4O | D4 |
| Routine interline personal travel | SA9P | ZE1D | ZED |

**Questions about the new policy?**
Email merger.questions@aa.com

**Questions about booking travel on other metal?**
1-888-WE-FLYAA (933-5922)
Select option 5

**Forgot your AA ID password?**
Reset it at http://sam.aa.com

Please make sure your eligible travelers also understand these changes.

**❖ NEW FOR AMERICAN:**
Retirees board after active employees on your legacy carrier.

**❖ NEW FOR US AIRWAYS:**
Your eligible travelers — spouses/domestic partners/registered companions or eligible children under age 24 — will fly at a D2/SD2E or D2R/SD2R priority whether or not they are traveling with the employee or retiree. Buddy pass travelers will board at D3/SD3G priority on their legacy carrier, even if traveling with the employee/retiree.

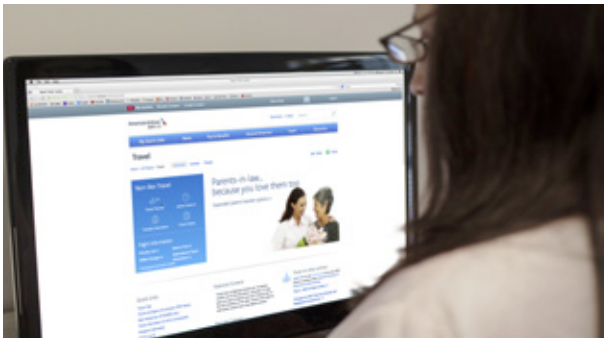
# Say Goodbye to myIDTravel and Hello to Online Booking

The ability to book travel directly on your non-legacy carrier is almost here. Travel changes are going live on two dates so we have time to make sure cross-carrier boarding is loaded properly in both systems. On Sept. 15, time of check-in and the boarding priority will be fully integrated for American and US Airways employees, retirees and their eligible travelers across both carriers. All employees and retirees will be able to book on American's Non-Rev Travel Planner (NRTP) and US Airways' Travel US systems. You'll no longer need to book travel on the other carrier using myIDTravel.

- American employees will log onto Jetnet, where a link to Travel US will be available. (No additional login is needed.)
- US Airways employees will log onto Wings with your US ID number, and then be redirected to NRTP where you will need to log in with your AA ID.
- You'll be able to check in online via NRTP or mobi.aa.com for American flights and online at Travel US for US Airways flights.

**HINT**

**Know the Code:** The priority codes in your non-legacy system will still show up in the legacy coding (e.g. active employees show up as SD2E in Travel US and D2 in NRTP), so familiarize yourself with the chart on page 2.



**D1/SD1V and D3/SD3G travel on opposite carriers won't be available until we have a single reservation system.**

# Paying for the Trip

When traveling on your legacy carrier, you'll continue to pay any incurred fees for you and your eligible travelers (upgrades, parent travel, international taxes, for example) as you currently do. However, the NRTP and Travel US systems process payments differently. For now, be prepared to follow the NRTP and Travel US specific policies below.

**HINT**

US Airways retirees should ensure home addresses are updated on Wings.

## What do I need to know about paying for travel?

| | For US Airways flights booked on Travel US | For American flights booked on NRTP |
|---|---|---|
| **When will I pay?** | When you book your flight in Travel US (before you travel). | Once the flight segment is completed. |
| **How will I pay?** | Any valid credit/debit card.<br><br>Grant Travel US access to eligible travelers so they can pay for their own travel. (We'll share more details on that process in September.) | Fees deducted from employee paychecks, typically one to three pay periods after flight.<br><br>Retirees billed monthly for themselves and their eligible travelers. Bills sent to the address on Wings or Jetnet; please ensure that your address is up-to-date. |



Send your questions to **corp.comm@aa.com**

# Travel On Each Airline: Know Before You Go

All non-rev travelers will be treated equally on each metal, but there are a few differences between our two reservation systems, so your travel experience will differ slightly based on the metal you're flying:

| Travel Scenario | On US Airways metal | On American metal |
|---|---|---|
| Rolling to the list for the next flight: | ▪ If you don't get on the flight you checked in for, your name will be rolled over to the next flight on the same metal with your original time of check-in.<br>▪ We're not able to roll over lists on different metals right now. | |
| Changing your itinerary after you check in: | ▪ If need to re-route your trip on US Airways metal, you will lose your time of check-in.<br>▪ Visit Travel US to cancel your itinerary, list for a new flight and get a new time of check-in. | ▪ If you need to re-route on American metal, an American agent can transfer you to the standby list of the new flight with your original check-in time. Or, cancel your itinerary in NRTP and list for a new flight with a new check-in time. |
| Connecting flights: | ▪ If you're listing for connecting flights on the same itinerary, you'll automatically be listed as a "through passenger" at your connecting city. (Note: You will not see a designation on your boarding code.)<br>▪ If you're connecting from another airline (including American), you'll be placed on the standby list at your connecting city by time of check-in. The reservation system is unable to list "through passengers" from other airlines. | ▪ If you're listing for connecting flights on the same itinerary, you'll automatically be listed as a "through passenger," designated by a "T" at your connecting city.<br>▪ If you're connecting to an American flight from another airline, you can show your inbound boarding pass to an agent at your connecting city to be placed on the standby list as a "through-passenger." |
| Traveling when your flight cancels: (When the flight cancels after you're cleared and boarded, and the flight's closed.) | ▪ The reservation system is unfortunately unable to integrate cleared names onto the list for the next flight.<br>▪ Go to Travel US and list for a new flight (you'll also get a new time of check-in). | ▪ The reservation system is able to roll your name over to the next flight with your original time of check-in. |

Please check the American Airlines TRIP Book or the US Airways Employee Travel Guide for all official policies related to travel. This summary is not a policy document and to the extent it conflicts with the official policies related to travel, the official policies will apply. Remember, non-revenue travel is a privilege, not a benefit or a right.

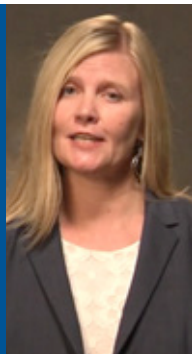
**HINT**

Keep in mind that our agents are focused on serving our customers, so please be patient and use self-service options whenever available.

## Are you prepared?

- ☐ **Register your new AA ID (US):** US Airways employees will need their American employee ID and password to access NRTP. If you haven't, go to Wings to register your ID number.
- ☐ **Know your password (US):** Forgot the password you created with your American ID? For a password reset, go to sam.aa.com.
- ☐ **Update your info (All):** Update marital status, contact information, birth date and gender for you and your eligible dependents in the legacy system.
- ☐ **Plan ahead (All):** Be prepared to roll over to the next flight or seek alternative routes. Cancel your flight listings if plans change and avoid checking in for more than one flight.

We caught up with MD Human Resources **Cari Ulrich** , the ultimate guide for all things employee travel, to answer questions about travel policy changes. **Jetnet** and **Wings** for the answers.



# SEEN ON social

**barditoto**

Another #cutiepie doggie traveling first class. #americanairlines lucky puppy @romeo_the_beaglier

Jeffrey Putman
@DrJeffreyP

Flying over the Grand Canyon on @USAirways #AmericanView

**Samvit Raina**
@samvitraina

@AmericanAir Happy National Aviation Day @AmericanAir #avgeek #NationalAviationDay #London pic.twitter.com/QGN1SQ40Ei

**scottmayomusic**

Love technology! This is from 36,000 feet as I headed home. Thanks @AmericanAir for a safe flight. #TweetsFromTheAir http://t.co/eeHKxMQTkA

**mrpb7773**
2 days ago

Morning sun breaking through the clouds. American Airlines B7673ER. #aviation #avgeek #Boeing #americanairlines #boeinglovers #airplane #plane #aircraftmaintenance #aircraft #b767 #newamerican #planecrazy #jfkairport #kjfk #airplanelover #aviones #airways #airliner #airline

#ord #chicago @fly2ohare nice morning for a flight! @AmericanAir #travel pic.twitter.com/lE881v586J

On the way to El Paso. #rockshow @AmericanAir always getting us there. pic.twitter.com/w9ZsSusxWx

# In Their Own Words: Road Stories

We asked for your favorite travel stories, and you responded. We selected the standouts below to be the winners of Summer Adventures promotion. Their full stories are on Jetnet and Wings and they recievd a model airplane as well. The response was so good that we will be sharing more stories on the Travel space on the websites. If you have a travel story to share email corp.comm@aa.com with the subject "My Travel Story." You won't get a model plane, but you could be featured online and in future editions of *Arrivals*.

**Beth Moreland**
HDQ, Social Media Insights
**Destination:**
Hong Kong, China

"American's new nonstop flight from DFW to HKG makes this great city easily accessible. With so many interesting things to do in Hong Kong and the surrounding islands, you can see many of them in just 48 hours."

**Kathleen Spence**
PHL, Customer Service Supervisor
**Destination:** Normandy, France

"I was delighted to receive an invitation from the French government to the official 70th Anniversary of D-Day ceremonies in Normandy, France (CDG). This was a special trip for me, as I wanted to honor my deceased father, Sgt. Joseph Sakalosky, U.S. Army.

**Russ Blackwell**
CLT, First Officer
**Destination:** Syracuse, NY

"It may not be the most exotic of destinations, but for our family, summer usually means one or more trips from home in Charlotte to visit family and friends in Western New York (SYR). The kids especially like riding on 'Daddy's plane.' Since I fly the A320-family fleet for US, they figure every one of them is mine."

**Justin Clemente**
JFK, Flight Attendant
**Destination:** Mason, OH

"As a huge rollercoaster junkie, I was fortunate enough to be a part of an exclusive event to showcase King Island's (CVG) newest rollercoaster: BANSHEE. Being a part of ThemePark Review and a proud American employee has allowed me the chance to travel domestically and internationally to experience some of the best rollercoasters the world has to offer."

## Stay in the Know

We'll continue sending you updates to keep you informed.

In the meantime, please visit:
Jetnet (newjetnet.aa.com) or
Wings (wings.usairways.com)

**Follow us** on Twitter at @AmericanAir and @USAirways and on Facebook (AmericanAirlines)

**Questions:** corp.comm@aa.com
**Editor:** Joe Pappalardo
**Designer:** Erica Espiritu

**Arrivals**
**AUGUST 28, 2014 | ISSUE 81**
Past issues available on Jetnet and Wings

*Monday, August 18, 2014*

# Non-Rev Travel Changes Coming in September

The next phase of non-rev travel will occur mid-September, when we will move to the new boarding priority, time of check-in and Dual Access. While we originally planned to implement these changes at the end of August, we're moving that timeline out a couple of weeks to get through the busy Labor Day holiday weekend and ensure that your travel is as smooth as possible. Full details will be available in this Thursday's *Arrivals*, with much more information on what to expect.

**Other Articles**

- Jetwire - Monday, August 18, 2014 (8/18/2014)
- Jetwire - Friday, August 15, 2014 (8/15/2014)
- Honoring Vietnam Veterans (8/15/2014)
- Jetwire - Thursday, August 14, 2014 (8/14/2014)
- Jetwire - Wednesday, August 13, 2014 (8/13/2014)
- Jetwire - Tuesday, August 12, 2014 (8/12/2014)
- Jetwire - Monday, August 11, 2014 (8/11/2014)
- Jetwire - Friday, August 8, 2014 (8/8/2014)
- Jetwire - Thursday, August 7, 2014 (8/7/2014)
- Jetwire - Wednesday, August 6, 2014 (8/6/2014)

(More...)

2481 / 126897 / 455

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THIS IS THE MOST RECENT INFO: POSTED FROM JetNet.AA.com 8/18/2014

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# Non Rev Travel Information 2014

The following information is derived from Jetnet.AA, Emails and Letters to Employees and Retirees. This is an attempt to assemble new information in one place to make it easier for review the changes coming about as American and USAir continue to meld their polices.

TARPA takes no responsibility for the accuracy of the information so be sure to review the latest info on www.Jetnet.AA.com

Capt. Bob Willcutts
TARPA.com Webmaster

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The following was received from Fran Diano, Pres. TWA Seniors Club on Jan 7th, 2014:

The legacy carriers are American, Continental, Delta, Northwest, United, TWA, USAir, which are the original major carriers that we old timers remember so well. Now we are down to American, United, Delta, which are considered to be Legacy carriers today. Basically, it the original airlines from way back when that created the legacy of air service.

For pass travel purposes, you legacy airline will now be AA, as AA bought TWA through the bankruptcy, which also includes the original employees from Ozark Airlines, which TWA bought.

Now the gist of all of this is that you TWR states on AA is no longer. Now you've been promoted to a D2R for boarding on a whom ever checked in first come basis. If you are connecting, your connection priority will be a D2RT (through/connecting NRSA) passenger. These codes at this time are valid for travel on AA.

If you wish to travel on the USAir flights, even though they're changing their name to AA, you need to go onto Jetnet and get your IDZED fare ticket.

The price of the IDZED ticket for USAir is zero. You only need to pay, I believe, $2.00 ticketing for the Electronic ZED ticket.

Once AA and US airways merger their systems, some time later this year you will only have to deal with AA.

Additionally, you will also be getting 4 D1 one way passes per year. The D1 is equivalent to a vacation pass.

If I were planning to go to International, I would opt for the D1 in order to stand a better chance for Business or First Class. I think we came out of this merger, much better off than when we TWA Retirees were merged with just AA.

Have you got you bags packed?

Hope I have simplified this for you. Enjoy travel on our expanded network.

Now we simple have to hope we are treated as well regarding our life and medical insurances.

I am so happy to be retired.

Best Regards
Fran

End of message (edits for spelling and grammar)

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Continue Scrolling Down for more info.

Look for additional Links within the documents.

**Elise Eberwein**
Executive Vice President – People and Communications

American Airlines

January 14, 2014

Dear American Airlines and US Airways Retirees:

We recently shared details of the new American Airlines travel privileges program on Jetnet and Wings. I've heard from many retired colleagues since our announcement and want to share our thinking behind these decisions, as well as clarify some aspects based on your questions.

As retirees of these two great airlines – and as we work toward a Single Operating Certificate that will allow us to fly as one – you and your eligible family members will ultimately have access to pass travel on the largest network in the world. That's not going to change. Our combined network will fly to more than 330 destinations, in more than 50 countries, via more than 6,700 flights daily.

We've already aligned some of our policies for non-rev travel on things like dress code and waiving the fee for travel across both carriers through myIDTravel. The next step is to create a comprehensive policy for both active and eligible retired employees, and to do so without reducing the privileges significantly on a net basis for any one group.

That last sentence is key, as we have attempted to consider what each group was gaining, as well as what they were losing. And that analysis was also viewed through the lens of what makes sense for the new, larger airline.

The new policy will apply to all retirees regardless of when you retired from your legacy airline. If you retired from American or US Airways prior to Dec. 9, 2013, your eligibility was determined by your legacy carrier's requirements in place at the time of your retirement. If you left US Airways or American on or after Dec. 9, 2013, you're eligible for retiree travel if you had at least 10 years of active service and your age + years of service = 65 when you left.

On the boarding priority change, later this year (mid-2014) all employees will board by check-in time (vs. seniority for legacy US employees). Retirees (including former TWA retirees who currently fly at a TWR priority) from both airlines will board after active employees. While all of us understand the change is a disappointment, here's what factored into the decision:

First, our goal was to build a net-net positive program for ALL users (actives and retirees from both legacy US and legacy AA). From the legacy US perspective, the change for both actives and retirees is that they will no longer board by seniority. So for the very senior people who are currently working and who previously worked for US Airways, they are losing their seniority boarding and will now board by time of check-in. Many of those people have spent their careers boarding based on seniority and moving to a time of check-in system is going to be a big adjustment. It would be doubly difficult if we then told them they were also going to compete with more than 200,000 retirees and their eligible travelers. The fact of the matter is that we have more than 1.5 million people eligible to travel free of charge or on a discounted pass, and retirees are still ahead of more than half of them.

Second, given that many, but not all, retirees often have more discretionary time to travel than active employees (who in some cases are commuting to and from work), we strongly believe putting retirees in the priority right behind actives (but ahead of guests and parents of employees) is the right thing to do both for our operation and

our customers to ensure crews are there to take care of their flights. I would add the industry has changed quite a bit and upwards of more than half of our active combined employees currently commute to and from work. This is due not only to a lifestyle choice, but also because many smaller domiciles have closed and pressed crewmembers, mechanics, airport staff, etc., into a commuter situation.

Third, rather than split those who retired before and those who retired after the merger closed, to integrate successfully we aim to streamline processes. Creating more complexity and subsets in our systems is not best for new American, and so we opted to move all retirees to the same classification.

Fourth, American was the only domestic carrier (and indeed we could only find one other in the industry) to place retired employees in the same boarding priority as actives. While this was by far not the most heavily weighted reason to determine the policy as we did, it factored into our thinking.

I would also add that we have focused a lot of our effort on keeping other positive elements for retirees like vacation passes, buddy passes and allowing eligible dependents to continue to travel (now fee-waived) ahead of others' parents and guests. While we may have to agree to disagree on this one, it is my hope that ultimately the net positives we captured will overshadow the areas that maybe did not go the way some wanted.

Though we're sharing full details of the end-state program now, we'll be phasing in the new program over time, including the boarding priority system as outlined below. In addition to the interim reciprocal travel privileges in place since March 2013, planned changes include:

**Effective in January 2014:**

- Retirees will have free, lifetime, space-available Coach travel on a broader network
- Continue to book Coach travel on your legacy metal using your current systems and using myIDTravel for your non-legacy airline bookings
- Discounted positive space travel on both carriers for you, your spouse/domestic partner/registered companion, eligible children (under age 24) and parents
- Retirees receive eight one-way buddy (D3) passes available for use on your legacy carrier; fees currently charged by your legacy carrier for D3 pass usage are not changing at this time
- Retirees and each eligible traveler (your spouse/domestic partner/registered companion and eligible children) receive four one-way D1 vacation passes each year for use on your legacy carrier
- No fees on first and second checked bags
- ZED travel remains unchanged

**Effective Mid-2014:**

- New boarding priority takes effect. Non-rev travelers will board by check-in time in the following order:
    - D1 (vacation passes)
    - D2 (employees and eligible travelers – spouse/domestic partner/registered companion and eligible children)
    - D2R (retirees, including prior TWA, and their eligible travelers)
    - D2P (parents, unless traveling with the retiree or employee)
    - D3 (buddy passes)
    - AAC (active non-owned affiliate airline personnel)
    - ONE (**one**world® personal travel)
    - D4 (OAL company business travel)
    - ZED (routine interline personal travel)

  *In all categories, travelers with connections will have higher boarding priority.*

**Effective once we have a single Passenger Service System (PSS), anticipated 2015:**

- D1 vacation priority passes can be used on the combined network instead of only on your legacy carrier
- D3 buddy passes can be used across the entire network instead of only on your legacy carrier

It is great that we work for an airline that is stable and has a bright and long future ahead of it so that we can enjoy our travel privileges both as active and retired employees. I hope you'll take advantage of the travel program in the coming months and years as we restore American Airlines to greatness and provide a travel experience second to none.

Sincerely,

CLICK HERE FOR ADDITIONAL INFORMATION ON TRAVEL

CLICK HERE FOR NON-REV TRAVEL QUESTIONS & ANSWERS

***Disclaimer***

**Please check the American Airlines TRIP Book or the US Airways Employee Travel Guide for all official policies related to travel. This summary is not a policy document and to the extent it conflicts with the official policies related to travel, the official policies will apply. Remember, non-revenue travel is a privilege, not a benefit or a right.*

January 2, 2014 › Issue 47

# Arrivals

A communication for the employees of American Airlines

Creating a premier global carrier

# Ready to Travel the World for Free?

Dear Co-workers:

I hope you had a wonderful holiday season and were fortunate enough to get a few days rest after a busy year. Today we're sharing details of our new travel program, which will create the best non-rev system in the business. While implementation will take some time, when complete, American Airlines will offer free coach travel across the largest and best network in the industry, improved pass privileges for family and friends, and a consistent boarding system. With more than 6,700 daily flights to over 330 destinations, let's go!

We're building the best non-rev travel program in the industry. You're going to have free access – no Coach fees for employees on all flights – to the largest network in the world, with more destinations at your doorstep than ever before. Tokyo, Buenos Aires, Athens or Tel Aviv... they're all waiting for you. We're putting parent and registered companion travel into the bucket of eligible travelers (so you no longer have to use your buddy/D3 pass bank for parent travel or your registered companion) and parents and eligible travelers can fly as much as they want. Legacy American employees will have earlier access to retiree travel – you no longer have to wait until 55 to travel if you meet the qualifications. And after we migrate to one reservation system, our travel program will be completely automated, meaning users will check for flight availability, list for flights and check in via the Web.

Beginning this summer, non-rev travelers will move to legacy American's system of boarding, which is to board by check-in time. This approach gives all employees an equal chance at every flight, and is the system that the majority of employees use now. It's also the right approach as we considered the technology platform upon which our employee travel system resides.

Before we move to a unified boarding system, there will be ample work done to ensure the right technology is in place so that any employee can check in via the Web. This will eliminate the concern that in order to check in 24 hours in advance, one must travel to the airport. Bottom line, all employees will have equal access to check in via the Web for non-rev flights.

The following information outlines our new travel program, and lays out the timeline to implement changes. I hope all employees have the opportunity to take advantage of this privilege and see the world, as well as share it with family and friends... it's always been one of the best things about working for an airline and remains so today.

Safe travels,

Elise Eberwein, Executive Vice President, People and Communications

## Curious how many people can non-rev each year?

**500,000**
Active Employees & Eligible Travelers

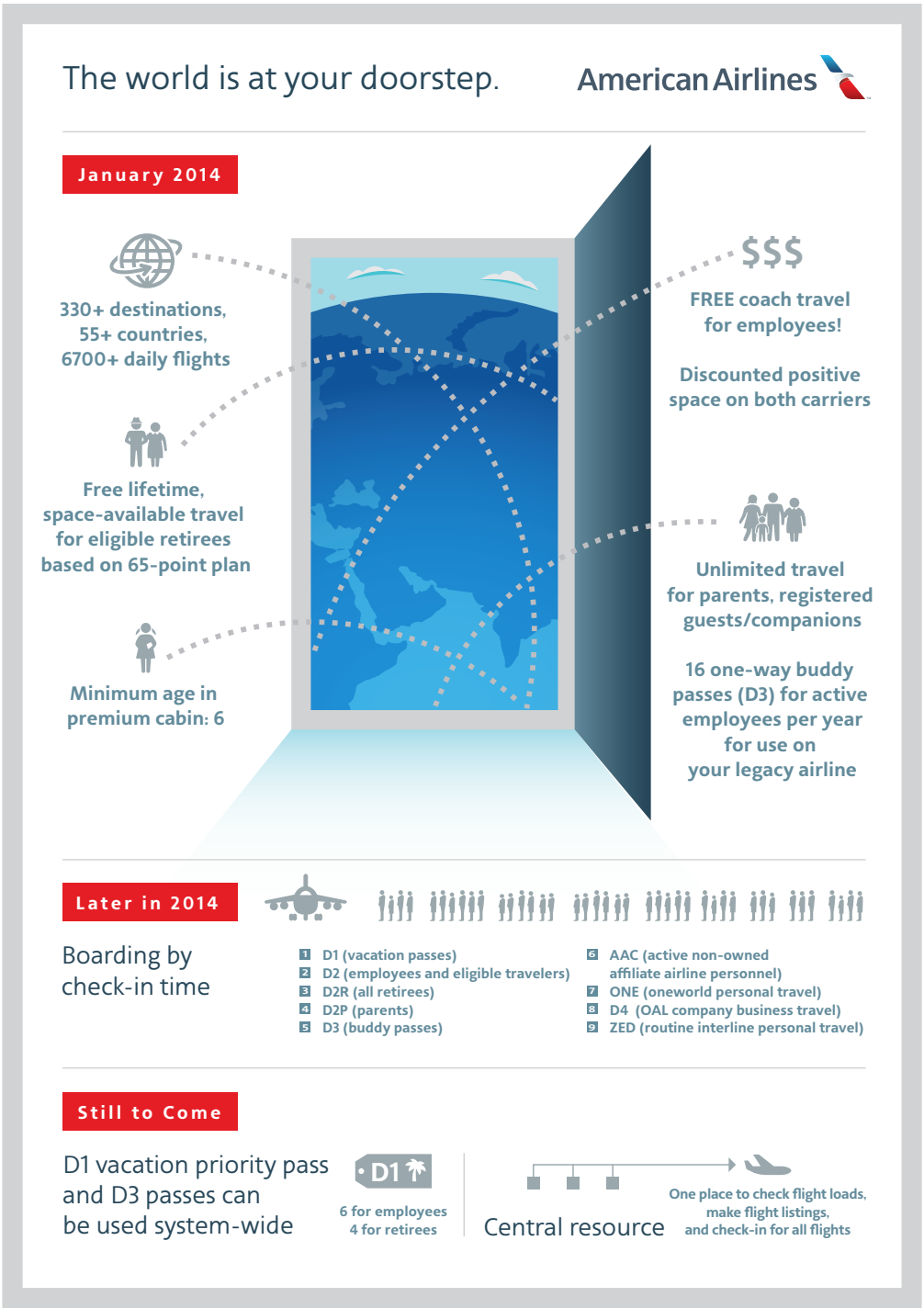
**200,000**
Retirees & Eligible Travelers

**800,000 +**
Buddy Pass/D3 Travelers

That's more than **1.5 million** people eligible to fly each year!

# The World at Your Doorstep

Ready to visit the Tower of London? Climb Machu Picchu? See the Great Wall of China? With a network that connects our employees to more than 330 destinations around the world, now you can. And the best part? It's free!


The world is at your doorstep.
American Airlines
January 2014
330+ destinations, 55+ countries, 6700+ daily flights
Free lifetime, space-available travel for eligible retirees based on 65-point plan
Minimum age in premium cabin: 6
$$$
FREE coach travel for employees!
Discounted positive space on both carriers
Unlimited travel for parents, registered guests/companions
16 one-way buddy passes (D3) for active employees per year for use on your legacy airline
Later in 2014
Boarding by check-in time
1 D1 (vacation passes)
2 D2 (employees and eligible travelers)
3 D2R (all retirees)
4 D2P (parents)
5 D3 (buddy passes)
6 AAC (active non-owned affiliate airline personnel)
7 ONE (oneworld personal travel)
8 D4 (OAL company business travel)
9 ZED (routine interline personal travel)
Still to Come
D1 vacation priority pass and D3 passes can be used system-wide
D1
6 for employees
4 for retirees
Central resource
One place to check flight loads, make flight listings, and check-in for all flights

**Disclaimer**

Please check the American Airlines TRIP Book or the US Airways Employee Travel Guide for all official policies related to travel. This summary is not a policy document and to the extent it conflicts with the official policies related to travel, the official policies will apply. Remember, non-revenue travel is a privilege, not a benefit or a right.

## Just the Facts: Jan. 4

| What's new Jan. 4? | Who does this affect? | What information do you need to know? |
|---|---|---|
| ▪ **Free Coach travel for employees across the network** | · All employees | · Using your legacy system, you can now book free Coach travel on your legacy carrier's flights, and use myIDTravel to book travel on your non-legacy carrier's flights. Fees have been waived for travel across carriers on myIDTravel.<br>· For now, boarding priorities are unchanged, and travel on the "new" carrier will be at the same priority as in our interim travel program. |
| ▪ **Unlimited travel for parents and registered guests/ companions** | | · There is no limit on travel by parents and registered guests/ companions – a new privilege for legacy American Airlines employees. In addition, there will no longer be fees in Coach for registered guests/companions. |
| ▪ **Buddy (D3) passes** | | · All active employees will receive 16 one-way buddy (D3) passes each year that can be used on their legacy carrier. Buddy pass usage on the opposite carrier won't be enabled until after we are on a single reservation platform. Retirees will receive eight one-way buddy (D3) passes on their legacy carrier. |
| ▪ **New employee travel** | | · There will be no waiting period for new employees to be eligible for buddy (D3) passes. |
| ▪ **Retiree travel eligibility** | | · Employees who leave the company on or after Dec. 9, 2013 will be eligible for lifetime non-rev, space-available retiree travel for themselves and eligible family members based on a 65-point plan. To qualify, you must have a minimum of 10 years of active service, and your age plus years of service must equal or exceed 65. The plan applies only to travel privileges, not to other retirement benefits or programs.<br>· Employees who left legacy American Airlines before the merger closed are not eligible for this new program.<br>· We'll be sharing implementation details in the near future. |
| ▪ **Minimum age for First Class travel** | | · The minimum age for First Class non-rev and pass travel is now six years at both American and US Airways. |
| ▪ **Discounts on positive space personal travel across a larger travel network (Jan. 7)** | | · Effective Jan. 7, book confirmed tickets for your personal travel on any flight operated by legacy American Airlines and legacy US Airways and their affiliates at a 20 percent discount off most published fares. The discount applies to employees, retirees and eligible dependents. Book the same way you did prior to the merger to get the 20 percent discount. |

## Just the Facts: Coming Later

| What's coming later? | Who does this affect? | What information do you need to know? |
|---|---|---|
| ▪ **Mid-2014: Boarding priority** | · All employees and retirees | · Employees will board by check-in time.<br>· The boarding priority will be:<br>  · D1 (vacation passes)<br>  · D2 (employees and eligible travelers)<br>  · D2R (all retirees, including TWA)<br>  · D2P (parents)<br>  · D3 (buddy passes)<br>  · AAC (active non-owned affiliate airline personnel)<br>  · ONE (oneworld® personal travel)<br>  · D4 (OAL company business travel)<br>  · ZED (routine interline personal travel)<br>· In all categories, travelers with connections will have higher boarding priority, designated by a "T" for "through" (D1T, D2T, etc.). This helps prevent people from getting stuck in our hubs. More details, including length of connection time, will be explained before the policy is implemented.<br>· "Eligible travelers," including spouse/domestic partner/registered companion or eligible children, will fly at a D2 or D2R priority whether or not they are traveling with the employee or retiree.<br>· Parents will board at D2P unless they are traveling with the employee, in which case they will also board at D2 priority.<br>· Buddy passengers will board as D3 priority regardless of whether or not they are flying with the employee |
| ▪ **Mid-2014: Fees for travel in premium cabins** | | · Fees for premium class travel will be based on mileage domestically and flat fees for long-haul international flights, in keeping with the legacy American Airlines policy. |
| ▪ **Integrated Passenger Service System (PSS), anticipated 2015: D1 vacation priority passes and D3 passes across the network** | | · Active employees and eligible travelers will receive six D1 vacation priority passes per eligible traveler each year to use when they want across the network.<br>· Retired employees who are eligible for retiree non-rev travel will receive four D1 vacation priority passes per eligible traveler each year to use when they want, where they want.<br>· D3 Buddy passes can be used across the network. |
| ▪ **Integrated Passenger Service System (PSS), anticipated 2015: One website** | | · One web site to check flight loads, make flight listings and check in. |

# FAQ

**1. What's changing on Jan. 4?**

Starting Saturday, employees can enjoy free Coach travel across the network; your parents and registered guests/companions will have unlimited travel; active employees will receive 16 one-way D3 buddy passes (to be used on their legacy carrier until the end state travel program is implemented) and retirees will receive eight; new hires will no longer have to wait to be eligible to receive D3 passes; we'll align retiree eligibility for travel privileges to the 65-point-plan; and the minimum age for premium cabin travel will be six years old. On Jan. 7, employees will be eligible for a 20 percent discount on positive space travel across the network on both carriers.

**2. How did the company decide the boarding priority process?**

Boarding by check-in time gives all employees an equal chance at every flight, and is the system that the majority of employees use now. It's also the right approach as we considered the technology platform upon which our employee travel system resides.

**3. When will the new boarding priority go into effect?**

This summer, employees will begin boarding by check-in time. The boarding priority will be D1, D2 (employees and eligible travelers), D2R (retirees), D2P (parents), D3 (buddy passes), AAC (active non-owned affiliate airline personnel), ONE (oneworld personal travel), D4 (OAL company business travel), ZED (routine interline personal travel). If travelers have connections, they'll have a higher boarding priority designated with a "T" for "through" so they don't get stuck in our hubs. We'll share much more detail well in advance of the new boarding priority taking effect.

**4. With the new boarding priority, will people traveling with me board at my priority?**

Spouses/domestic partners/registered companions and eligible children are able to board at the employee's or retiree's boarding priority if traveling D2 or D2R, regardless of whether or not they're traveling with the employee/retiree; parents will travel at a D2P priority unless they are traveling with the employee, in which case they, too, will board at a D2 priority; buddy passengers will board as D3 priority regardless of whether or not they are flying with the employee.

**5. How will retirees fare in the new program?**

Effective January 2014 retirees will have free lifetime, space available Coach travel on a broader network that will now offer 6,700 daily flights to 330 destinations in more than 55 countries. More opportunities to explore! Fee-waived travel across carriers through myIDTravel with boarding priority the same as it is currently until later in 2014 and discounted positive space travel on both carriers and no fees on first and second checked bags. Retirees will receive eight one-way (D3) buddy passes available for use on their legacy carrier. Effective mid-2014 a new boarding priority goes into effect. Retirees will board after D1 (vacation passes) and D2 (employees and eligible travelers such as spouses, registered guests/companions and children). Several factors went into making this change, including that this process is consistent with retiree travel privileges across the industry. Additionally, retirees often have more flexibility in their travel plans than active employees. Retirees will still continue to be eligible for vacation passes at a D1 priority.with the employee.

Vittal Shetty, a senior analyst in Cargo Revenue Management at American, prepares to scuba dive the seas in Hawaii on a recent non-rev trip.

Tom Swan, American Eagle First Officer, and his family travel often to Cincinnati for top-notch medical care. The three boys have Eosinophil Esophagitis.

Michael Flake, a flight attendant with US Airways, took advantage of the Interim Reciprocal Travel Program to visit Cambodia.

Kepi Peterson, administrator, Emergency Planning & Response at US Airways, enjoyed a non-rev trip to Washington, D.C. for the 4th of July!

CLICK HERE FOR MORE NON REVENUE Q & A's

## Disclaimer

Permission to use quotes is neither sought nor obtained. American Airlines and US Airways do not, by their reference to or distribution of these statements, imply their endorsement of or concurrence with the opinions, conclusions or recommendations quoted above.

### Cautionary Statement Regarding Forward-Looking Statements

This document includes forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. These forward-looking statements may be identified by words such as "may," "will," "expect," "intend," "anticipate," "believe," "estimate," "plan," "project," "could," "should," "would," "continue," "seek," "target," "guidance," "outlook," "forecast" and other similar words. These forward-looking statements are based on AMR's and US Airways' current objectives, beliefs and expectations, and they are subject to significant risks and uncertainties that may cause actual results and financial position and timing of certain events to differ materially from the information in the forward-looking statements. The following factors, among others, could cause actual results and financial position and timing of certain events to differ materially from those described in the forward-looking statements: the lawsuit filed by the Antitrust Division of the U.S. Department of Justice and certain states seeking to enjoin the planned merger of AMR and US Airways on antitrust grounds and the intention of AMR and US Airways to contest such lawsuit vigorously; the challenges and costs of the proposed transaction, including integrating operations and achieving anticipated synergies; the price of, market for and potential market price volatility of common stock of the ultimate parent entity following the closing of the proposed transaction; significant liquidity requirements and substantial levels of indebtedness of the combined company following the closing; potential limitations on the use of certain tax attributes following the closing; failure of the proposed transaction to be completed; and other economic, business, competitive, and/or regulatory factors affecting the business of the combined company after the closing and the businesses of US Airways and AMR generally, including those set forth in the filings of US Airways and AMR with the SEC, especially in the "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" sections of their respective annual reports on Form 10-K and quarterly reports on Form 10-Q, their current reports on Form 8-K and other SEC filings, including the registration statement and the proxy statement/prospectus related to the proposed transaction. Any forward-looking statements speak only as of the date hereof or as of the dates indicated in the statements. Neither AMR nor US Airways assumes any obligation to publicly update or supplement any forward-looking statement to reflect actual results, changes in assumptions or changes in other factors affecting these forward-looking statements except as required by law.

### Stay in the Know

We'll continue sending you updates to keep you informed. In the meantime, please visit:

**New Jetnet** (newjetnet.aa.com) or **Wings** (wings.usairways.com)

**www.newAmericanarriving.com** – a website dedicated to the new American Airlines

**Follow us** on Twitter at
@AmericanAir, @USAirways &
@USemployees, and on Facebook (AmericanAirlines & US Airways)

**Questions:** corp.comm@aa.com or corporate.communications@usairways.com

## Arrivals

January 2, 2014 ISSUE 47
Past issues available on
new Jetnet and Wings

# myIDTravel makes ZED travel easy

## We now have access to e-ticketing anywhere worldwide.

Travel on other airlines just got faster and easier with myIDTravel! Skip the ticket counter and get your Zonal Employee Discount (eZED) tickets issued on the spot 24/7 from anywhere around the world - including locations where American has no presence.

You and your eligible travelers no longer need to go to an American Airlines/American Eagle ticket office, find and pay for a parking spot, stand in line, buy back-ups, or refund any unused tickets; this process is part of the past. We've streamlined ZED travel to one electronic process: myIDTravel. Start enjoying the convenience of reviewing your flight options on other airlines, creating flight listings, purchasing your eZED tickets with a credit card, and requesting refunds online through myIDTravel. The tool can only be accessed via Jetnet.

Because myIDTravel provides electronic ticketing, our agreements with Scandinavian Airlines, Air France, KLM, Saudia, and Emirates have been reinstated.

**In a nutshell, these are the benefits myIDTravel provides:**

- View flight options and availability on other airlines. Smiley faces will indicate if your chances for flight accommodation are good, fair or bad.
- Receive instant price quotes and purchase eZED tickets for you and your eligible travelers on airlines with which American has a ZED agreement. These are referenced in the Other Airline Discount Summary Chart.
- Enjoy world-wide service from any internet connected location, 24 hours a day, 7 days a week, 365 days a year.
- Receive a confirmation of the transaction along with your ticket information or PNR online. It will be sent directly to the email address provided.
- Change, cancel, and refund eZED tickets online through the myIDTravel site.

**Planning your ZED trip**

- Who is eligible for travel on other airlines?
- Who flies to where you want to go and when?
- How much will the trip cost me?
- What are the carrier specific conditions, requirements, or embargoes?
- Booking your ZED trip.

**Be responsible for your eligible travelers**

Every privilege comes with responsibility. Please remember you are responsible for the actions of your eligible travelers. Our rules of conduct - outlined in the TRIPBook section Conduct and Expectations - and the travel conditions of the ticketed airline, apply to all eligible travelers.

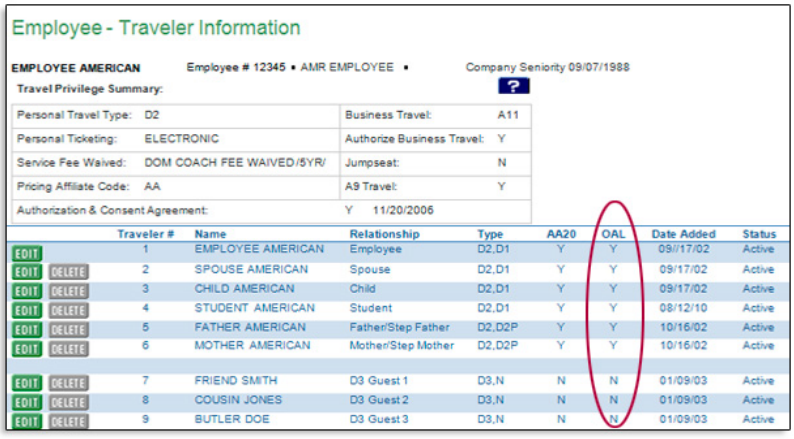
Please keep your electronic ticket number handy as you and/or your eligible travelers will need to provide it to the transporting airline upon request to assist with flight listing or flight accommodation.

# Planning your ZED trip

**Who is eligible for travel on other airlines?**

- Regular full-time or part-time employees of American and American Eagle with at least six (6) months of Company Seniority.
- Retirees of American, American Eagle, and TWA.
- Your spouse or company recognized domestic partner.
- D2 eligible dependent children under 23 years of age.
    - Children must be at least 16 years old to travel without an accompanying adult on other airlines.
    - Some airlines either do not require you to have a ticket issued for your infant or will issue the ticket for you at check-in. If the tool does not allow you to proceed because an infant is selected, go back to the traveler page, uncheck the infant and continue.
- Parents are eligible for travel on some airlines, but generally limited to one ticket per year per parent. A ticket is described as any trip type (e.g., one-way or roundtrip) with a maximum of eight (8) nonstop sectors without returning to the first city of origin -- where eligibility is limited to an allotment of tickets.
- Registered companions are also eligible for a limited allotment of tickets - valid for travel only on American's **one**world partners and US Airways.

**All eligible travelers will be shown on the Employee - Traveler Information screen with a Y indicator when eligible for OAL travel.**



Employee - Traveler Information

**EMPLOYEE AMERICAN** Employee # 12345 • AMR EMPLOYEE • Company Seniority 09/07/1988

Travel Privilege Summary: ?

| | | | |
|---|---|---|---|
| Personal Travel Type: | D2 | Business Travel: | A11 |
| Personal Ticketing: | ELECTRONIC | Authorize Business Travel: | Y |
| Service Fee Waived: | DOM COACH FEE WAIVED/5YR/ | Jumpseat: | N |
| Pricing Affiliate Code: | AA | A9 Travel: | Y |
| Authorization & Consent Agreement: | | Y 11/20/2006 | |

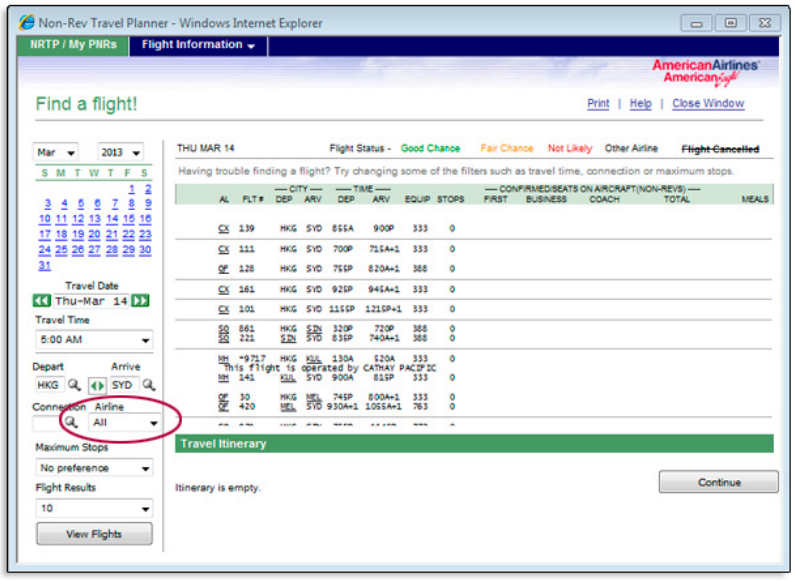
| | Traveler # | Name | Relationship | Type | AA20 | OAL | Date Added | Status |
|---|---|---|---|---|---|---|---|---|
| EDIT | 1 | EMPLOYEE AMERICAN | Employee | D2,D1 | Y | Y | 09//17/02 | Active |
| EDIT DELETE | 2 | SPOUSE AMERICAN | Spouse | D2,D1 | Y | Y | 09/17/02 | Active |
| EDIT DELETE | 3 | CHILD AMERICAN | Child | D2,D1 | Y | Y | 09/17/02 | Active |
| EDIT DELETE | 4 | STUDENT AMERICAN | Student | D2,D1 | Y | Y | 08/12/10 | Active |
| EDIT DELETE | 5 | FATHER AMERICAN | Father/Step Father | D2,D2P | Y | Y | 10/16/02 | Active |
| EDIT DELETE | 6 | MOTHER AMERICAN | Mother/Step Mother | D2,D2P | Y | Y | 10/16/02 | Active |
| EDIT DELETE | 7 | FRIEND SMITH | D3 Guest 1 | D3,N | N | N | 01/09/03 | Active |
| EDIT DELETE | 8 | COUSIN JONES | D3 Guest 2 | D3,N | N | N | 01/09/03 | Active |
| EDIT DELETE | 9 | BUTLER DOE | D3 Guest 3 | D3,N | N | N | 01/09/03 | Active |

In order for your registered traveler to be ticketed for travel on another airline, they should first be eligible for Company D2 travel. Therefore, if you have restricted travel on American for your enrolled family members or guests, they will not be eligible for travel on another airline.

**Who flies to where you want to go and when?**

Start by reviewing the list of airlines we have a ZED agreement with. These are sorted based on the "home" region of the other airline (e.g., U.S., Europe, Middle East).

Other airline flight schedules can be displayed in Non-Rev Travel Planner's (NRTP) Flight Availability screen. Enter your intended date of travel and the city pair, and then select the "All Airlines" radio button to view the flight schedules.



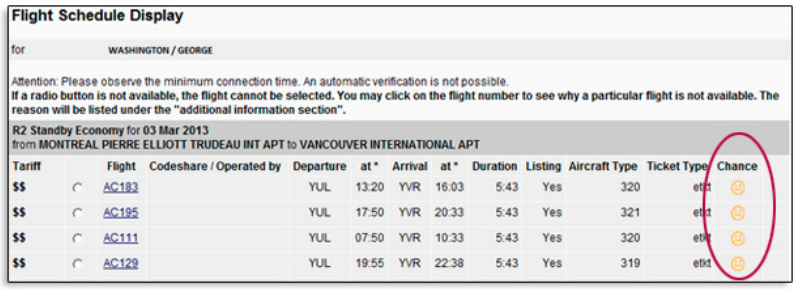

**NRTP Tip:** You may have better results finding flights to/from your final destination by using an intermediate destination that is a hub city for either American or another airline.

Please check availability separately using the intermediate city. For example, if you want to fly from Denver to Cairo, you will get more options by checking flights from Dallas, Chicago, London, Zurich, or Paris (international hubs for American, British Airways, Swiss, and Air France) to Cairo. Then find out which flights operate from Denver to these gateway cities.

**A few things to keep in mind:**

- Some flights do not operate daily, especially in long haul international markets.
- Our interline travel agreements are negotiated between American and the airline operating the flight. To avoid being denied boarding, you need to use a ticket under the conditions of our agreement with the airline that operates the flight, not the airline that markets the flight in the case of a codeshare arrangement.
- You can also view other airlines' flight schedules and availability in myIDTravel. By selecting All Airlines, the system will provide schedules and availability for all airlines operating in the requested market, based on information shown in our reservation system. By selecting a specific airline, the system will provide only availability on that airline - from its own reservation system.
- First Class and Business Class options are not available. When making a listing, the tool will automatically default to what you are eligible to list for, which is R2 Standby, Economy Class. If you change the default to something other than R2 Standby, Economy Class your listing will not be completed. Some airlines have agreements that allow travel in the premium cabin; however, we do not. Because myIDTravel is programmed with American's agreement conditions, the tool will only issue a ticket in economy cabin.
- You can view limited availability information in myIDTravel. The website will display availability of each flight for travel by another airline employee with a ☺(happy=good), 😐(neutral=fair), ☹(sad=poor) face. If your desired flight has a "sad face" that means the flight is projected to be full. You can still list for that flight, but your clearance chances are

probably slim. It's recommended you choose flights with higher probability. The smiley faces are not 100% reliable, but they provide a general idea of flight loads.



**Flight Schedule Display**

for WASHINGTON / GEORGE

Attention: Please observe the minimum connection time. An automatic verification is not possible.
**If a radio button is not available, the flight cannot be selected. You may click on the flight number to see why a particular flight is not available. The reason will be listed under the "additional information section".**

**R2 Standby Economy** for **03 Mar 2013**
from **MONTREAL PIERRE ELLIOTT TRUDEAU INT APT** to **VANCOUVER INTERNATIONAL APT**

| Tariff | | Flight | Codeshare / Operated by | Departure | at * | Arrival | at * | Duration | Listing | Aircraft Type | Ticket Type | Chance |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| $$ | ○ | AC183 | | YUL | 13:20 | YVR | 16:03 | 5:43 | Yes | 320 | etkt | ☹ |
| $$ | ○ | AC195 | | YUL | 17:50 | YVR | 20:33 | 5:43 | Yes | 321 | etkt | ☹ |
| $$ | ○ | AC111 | | YUL | 07:50 | YVR | 10:33 | 5:43 | Yes | 320 | etkt | ☹ |
| $$ | ○ | AC129 | | YUL | 19:55 | YVR | 22:38 | 5:43 | Yes | 319 | etkt | ☹ |

Additional flight details can be displayed by clicking on each flight number.

**Flight Details**

| | |
|---|---|
| **Flight Number** | AC183 |
| **Airline** | Air Canada |
| **Date** | 03. Mar 2013 |
| **Departure** | 13:20 from MONTREAL PIERRE ELLIOTT TRUDEAU INT APT |
| **Arrival** | 16:03 at VANCOUVER INTERNATIONAL APT |
| **Aircraft Type** | 320 |
| **Seats available** | J7 C7 D7 Z7 **Y7** B7 M7 U7 H7 Q7 V7 N7 W7 G7 S7 P7 T7 E7 L7 A7 K7 R7 |
| **Additional Information** | |
| **Total duration** | MONTREAL PIERRE ELLIOTT TRUDEAU INT APT to VANCOUVER INTERNATIONAL APT: 5:43 |

◄ back

**How much will the trip cost me?**

ZED fares are flat rate service charges that are determined by the zone/band applicable to the nonstop mileage of each flight segment. There are three fare levels in ZED, Low, Medium and High. With the exception of travel on most of our **one**world partner's, Americans' ZED agreements are generally at the Medium level. This means tickets are priced against the mileage of each nonstop sector of your journey. A trip on Qantas from Los Angeles (LAX) to Canberra (CBR) via Sydney (SYD) will be priced as LAX - SYD + SYD - CBR.

There is a fee for using myIDTravel that is applied per coupon issued (initially $1.47, but subject to change on an annual basis). For example, if you are requesting a roundtrip ticket with no connection (e.g., JFK - PRG - JFK), two coupons will be issued and the total myIDTravel fee would be $2.94 (2 x $1.47). If you request a roundtrip with a connection (e.g., JFK - CDG - PRG - CDG - JFK), four coupons will be issued and your fee would be $5.88 (4 x $1.47). You can obtain the total amount due for each traveler (base fare, taxes and fees applicable per coupon issued) and itinerary in myIDTravel.

Due to credit card availability restrictions, our colleagues in ***Antigua and Barbuda, Bahamas, Belize, Bolivia, Cayman Islands, Haiti, Netherland Antilles, St. Kitts Nevis, and Venezuela*** will complete the ZED Ticket Request form to purchase their tickets in cash at an American Airlines ticket office. Please allow 10 business days to process. These tickets must be authorized and prepared for ticketing in advance and may not be purchased using a credit card.

Shopping Basket
for WASHINGTON / GEORGE
Your current selection
Flight / Airline Date Departure at * Arrival at * Travel Status Class Status
AC183 03. Mar 2013 YUL 13:20 YVR 16:03 R2 Standby Economy listable
*all times are local.
back
next

**What are the carrier specific conditions, requirements, or embargoes?**

Travel conditions vary from airline to airline and are subject to change. These conditions include, but are not limited to: dress code, flight listing, check-in requirements, embargo periods, travel warnings, and free baggage allowances.

Use our Airline Summary Chart to determine if we have an agreement with the airline operating the flight(s) on which you wish to travel. Click on the airline's name to view agreement details. Additional information may also be found at FlyZED.info.

If your travel involves international destinations, please make sure to:

- Find out the documentation and vaccination requirements for each point along the way.
- Check out the U.S. government travel warnings and consular information sheets. Citizens of the United Kingdom can also refer to the Foreign and Commonwealth Office - Country Advice and Travel Warnings.

# Booking your ZED trip

**Buying your ZED tickets**

You can purchase your ZED tickets from the myIDTravel website (please note that a fee will be assessed by myIDTravel for each coupon issued). To obtain your ZED ticket, please be prepared to provide a credit card as form of payment.

All tickets will be issued electronically. For travel on most airlines, the tickets will be issued on American's electronic ticket stock. However, for travel on a few airlines (e.g., Southwest), the ticket will be issued on the electronic ticket stock of the transporting airline. The process for ticketing will be the same regardless of which ticket stock is used and should take only a matter of minutes to complete.

You only have to plan a few hours in advance of the flight you intend to take when traveling on a myIDTravel airline. Most airlines allow you to purchase your passes as early as 90 days in advance of your travel. Refer to the ID Agreements page on myIDTravel or the Other Airline Discount Summary Chart for more information regarding advance purchase.

**Ticketing**

- Select the airline, flights, and dates on which you wish to purchase your ticket(s).
- Review fare, taxes, and fees applicable for each ticket.
- Provide form of payment.
- You should receive an email confirmation containing booking reference and electronic ticket number(s).

**Flight listing (if not automatically set up at the time of ticketing)**

- Select the airline, flights and dates on which you wish to travel.
- Enter ticket details.
- Verify flights, dates, and passenger names.
- You should receive flight listing details via email.

**Canceling**

- Enter booking reference and passenger name(s) or select the appropriate booking reference from the Travel History section.
- Cancel listing.

**Rebooking**

- Rebooking uses your existing funds on an unused coupon to list for a new flight. To rebook your flight, first cancel the existing listing, and then follow the prompts to rebook.
- You may also use the Ticket Retrieval/Refund option to rebook at a later date - after cancelling. Not all airlines allow you to rebook a flight. Some airlines may require you to cancel, refund, and then purchase a new pass. See the OAL Discount Summary Chart for more specific information.
- You will need to submit a new request if you wish to change the city pair and/or airline ticketed. The rebooking option is only for changing your flight on the existing routing and airline you previously purchased.

**Refunds**

All refund requests should be processed through the myIDTravel tool. This includes partially used as well as wholly unused tickets. To complete this process, you will need your unused ticket number and the traveler's last name. This information can be found in the Travel History section of myIDTravel.

Wholly unused tickets will be refunded in full, including the myIDTravel fee. However, the myIDTravel fee is not refundable for **partially used tickets** and will take slightly longer to process.

Please submit a refund request of your unused ZED coupons through myIDTravel.

- Enter booking reference and passenger name(s) or eTicket number(s) or select the appropriate booking reference from the Travel History section.
- Request refund:
    - If ticketed by American (i.e., your ticket number **begins with "001"**), the refund will be processed by American in the same time frame as tickets refunded for commercial passengers.
    - If ticketed by Other Airlines (OAL) (i.e., your ticket number **does NOT begin with "001"**), the other airline's refund policy will apply and will vary from carrier to carrier.

You have **90 days** from the date of issue to rebook your flight before your ticket is no longer valid. Tickets issued by American (ticket number beginning with 001) should be submitted for a refund within one (1) year of the date issued.

The policies of the other airline will apply if your ticket was issued by another airline (ticket numbers not beginning with 001).

**Non-Rev Travel Questions & Answers**
**1.2.14**


Free Travel
Positive Space Travel
Listing and Check-In
Boarding Priority
Spouse/Domestic Partner/Registered Companion/Children
Parents
D1 Vacation Pass Travel
Buddy (D3) Pass Travel
Upgrades
Bereavement Policy
Retiree Travel
Other


## Free Travel

**Q: With free Coach travel, will applicable taxes still need to be paid? For example, leaving LHR there is a large tax. Will that need to be paid still?**
A: Yes. American and US Airways will no longer charge non-revenue service charges for International and Domestic flights in Coach, however employees will still be responsible for any applicable taxes and fees charged by the governmental entities.

## Positive Space Travel

**Q: Can employees continue to book positive space for company business travel as they do today? Will that change in the new program?**
A: We're still working through aligning our Company Business travel. At this time, there are no changes, and employees should continue to book travel through their normal channels. In addition, if travel is needed for business on the opposite carrier, employees should follow current process with their legacy carrier's interline travel group in requesting that travel.

**Q: Can employees make a booking with the 20 percent positive space discount for anyone, or just their family/eligible travelers?**
A: Employees can purchase positive space tickets at a 20 percent discount for themselves, their spouse/domestic partner/registered companion, qualified children up to age 24 and parents only.

## Listing and Check-in

**Q: When will legacy employees be able to fly to destinations on the other carrier? Will those destinations soon be integrated onto the website for non-rev travel?**
A: Employees at both legacy carriers are already able to fly on each other's metal. You can do so by using myIDTravel. By mid-year 2014, we're planning to offer harmonized boarding on both carriers and access to First/Business Class upgrades. Once we have a single Passenger Service System (PSS), which we expect to be in 2015, we'll have one site where all destinations will be available for booking.

**Q: Will employees continue to check in as they did before the merger closed? (For legacy American employees, will they continue to use Jetnet for check in, 24 hours prior to departure?)**
A: For now, nothing about the boarding process changes for employees at either airline, so continue to check in as you do today. Later this year when the new boarding policy goes into effect, all employees will have the ability to check in via the Web 24 hours in advance. We'll share more details on that process when we get closer to date.

**Q: Will employees be able to check in for International flights via the web?**

A: There are no immediate changes to the way you check in for flights for now, so continue to check in as you normally do. Both legacy American and legacy US employees can check in online for international trips today on their legacy carrier. Later this year when the new boarding policy goes into effect, employees will have the ability to check in via the Web 24 hours in advance on each carrier. We'll share more details on that process when we get closer to that date.

**Boarding Priority**

**Q: If an employee checks in for a 15:00 flight and doesn't get on, would s/he be rolled over to the next flight ahead in boarding priority of the people that originally checked in for the 17:00 flight?**
A: Yes. In this example, if both employees checked in 24 hours before departure, the employee originally on the 15:00 flight would keep his/her earlier check-in time, and would go in front of those checked in for the later flight. That said, it's only appropriate to roll if there are no seats available on the earlier flight and the travelers are present at the gate for the earlier flight.

**Q: If an employee is traveling from BOS to PHL to SAN, does s/he have priority over a D2 who boards in PHL, or can s/he be bumped in PHL?**
A: Right now, nothing is changing. When we implement standard boarding procedures later this year, we plan to use legacy American's system for connecting passengers. Employees who are connecting will have a higher boarding priority than D2s who board on a mid-point flight. In this example, the D2 traveling BOS-PHL-SAN will have a higher priority than the D2 who boards in PHL.

**Q: If an employee works in a hub (PHL), can s/he be denied boarding in PHL by a D2T coming from another city?**
A: Once the new boarding priorities are implemented this summer, yes. Employees traveling through will have a higher boarding priority so that they don't get stuck in one of our hubs on connecting travel. For right now, nothing changes.

**Q: Does a buddy (D3) pass traveling with a D2 have the same boarding priority as the non-rev using his D2, over any other D2s who are checked in later? Or does the D3 traveling with the D2 have to wait for all the other D2s?**
A: In the new system, buddy (D3) pass travelers will always board at a D3 priority regardless of whether or not they are traveling with a D2 employee or retiree. This is the same as legacy American's current practice, and gives preference to non-rev active employees over buddy pass riders.

**Q: What controls will be in place to ensure that the time of check-in boarding priority cannot be manipulated by other employees?**
A: Check-in via the Web or mobile device only opens up 24 hours prior to the flight. Self check-in via the electronic reservations system is prohibited, and we have found with robust mobile website and app options, most employees are very self-reliant and utilize the online check-in process just fine. We believe other travelers will report any anomalies that occur, as the process is very transparent. While we recognize the new system will be a big change when it goes into effect this summer, legacy American historically has very few issues with this policy and it's worked well for employees.

**Q: What if more than two employees check in at the same time? How is it determined who goes first, second, etc.?**
A: The first message received by the electronic reservations system receives the earliest check-in time.

**Q: Will there be a verification check-in list for all employees to view & print as to where they stand on the list.**

A: Yes. Once the new boarding priority goes into effect, employees will be able to see where they stand on the priority list and what priority the people ahead of them are. The list is viewable online, via smartphone app, and, in most airports, on gate display monitors. Last names are shortened to three letters to protect privacy.

**Q: Why weren't the employees polled about the board by check-in time? The release states that it gives everyone an "equal chance," but is it true that someone who checks in at an outlying station will always have an advantage over someone in the hub because they can check in sooner? A fair approach would have been to explain all the details and let the employees decide.**
A: What we found in the America West/US Airways merger is that when we surveyed employees (and waited a year after the merger doing so), the majority of the larger carriers' employees voted for their current policy. That fact overwhelmed the smaller carriers' survey input, and we expected the same to be true in this merger. We also learned that making decisions, both positive and those that are less positive, early on is the right approach. Change is going to be challenging, and we are now offering some very good upgrades to the new program, while disappointing some folks as well with the change in boarding process. We respect your views but stick with the plan to come up with a terrific new policy for the majority of our team members. Lastly, the through priority has been used at legacy American for decades and works very well. It means that non-revs traveling in from through stations have a less likely chance of getting bumped in the hub, and it also means that those traveling in from hubs (who typically have more opportunities to fly by virtue of being at the hub) have more options than those traveling in from hubs (i.e., taking the first flight of the morning).

**Q: I am greatly disappointed in the decision to go with check-in time instead of date of hire, and not because I have a lot of seniority. When the former AWA employees were on this system, there was a great deal of fraud. The gate agents always made sure their friends and relatives were at the top of the list, regardless of when they actually checked in. How do you intend to prevent this from happening?**
A: Check-in via the Web or mobile device only opens up 24 hours prior to the flight. Self check-in via the reservation system is prohibited, and we have found with robust mobile website and app options, most employees are very self-reliant and utilize the on-line check-in process just fine. Other travelers will report any anomalies that occur, as the process is very transparent. While we recognize the new system will be a big change when it goes into effect this summer, legacy American historically has very few issues with this policy and it's worked well for employees.

**Q: I just read with disbelief that the non-rev policy will be based upon check-in time. The entire airline business is based upon seniority, and even though American never changed from decades ago, this is a fabulous time to make things right. By using check-in time, regardless of hire date, will only cause a loss of sleep as everyone tries to list at the first available minute. What sense does it make that a new hire gets on board ahead of a 30 year employee? I am severely disappointed at the announcement and I hope that it is reconsidered.**
A: In this case, as was the case in the America West/US Airways merger, we decided to go with the larger airline's process. The current process for legacy American works very well and has ample checks in place for minimizing fraud. We made very concerted efforts to take positive parts of both policies to create something better, recognizing that either way the boarding priority went, 1/3 of the new airlines' employees would be unhappy or 2/3 of the new airlines' employees would be unhappy. The reduced fees for travel and the new pricing for First Class (to be rolled out later this year) are positives to be considered as well. There is some good to be had for all, and some perhaps less ideal, depending on which legacy airline you come from, and we will have integration decisions like this throughout the next two years.

**Q: When flying and taking a friend using a buddy pass, they now board when I do; will that stay the same? From what I read it looks as though they will have to wait and board as a D3. If so what is the point in taking anyone?**

A: If the flight is wide open, or even remotely open, typically all non revs (all the way through ZED flyers) get on the flight. We went to the legacy American process to give active and retirees priority over guests.

**Spouse/Domestic Partner/Registered Companion/Children**

**Q: If both my spouse and I are employees at either American or US Airways, can I designate a registered companion instead of my spouse?**
A: No. This is the longstanding policy of both airlines. An employee cannot have both a spouse and a registered companion.

**Q: Since each employee receives six D-1 passes per year, does that mean employees that are married to one another must share the six D-1 passes between them?**
A: No. In that case, each employee would receive six D1 vacation priority passes. As noted above, the number of D1 passes is not changing for legacy American at this time.

**Q: Are there plans to remove the age limit for children to travel?**
A: No, eligible children (dependent) will only travel until their 24th birthday provided they are full-time students. Children who are not full-time students (perhaps active military or on mission work) will also remain eligible for travel but will have some associated taxes.

**Parents**

**Q: Under the new policy, does a parent have unrestricted travel across the network and are they able to fly free in Coach?**
A: Effective Jan. 4, there will be no limit on travel by parents, which is a new privilege for legacy American Airlines employees. Fees that currently apply for parent travel, as outlined by each legacy carrier, will remain in effect. The difference is that now parent travel will not be deducted from your annual buddy pass/D3 allotment.

**Q: Will parents be eligible for six D1 passes a year since they're now "in the same bucket as eligible travelers?"**
A: No. Employees' annual allotment of D1 one-way passes are reserved for employees, their spouse or domestic partner, or registered companion if they're not married, and qualified children up to age 24. Parents are not eligible to use D1 passes. Additionally, the number of D1 passes available to employees is not changing this year – it will change to 6 for all active employees and 4 for retirees when we implement a single PSS system, likely in 2015.

**Q: Will parents still be allowed to purchase an unlimited number of 20 percent discount tickets?**
A: Yes. Parents on both carriers will be able to purchase an unlimited number of 20 percent discount tickets (AA20).

**Q: Can parents non-rev on both carriers, or only on their affiliated legacy carrier?**
A: Parents are able to non-rev on both carriers throughout the system. Currently, employees may book parent travel through the respective legacy systems on the legacy carrier and through myIDTravel on the opposite carrier.

**Q: What will the policy be for in-laws under the new travel policy?**
A: US currently allows in-laws to travel as a parent but American does not. We are working to ensure that our policies are aligned, and plan to allow employees to select two parents per year, including in-laws. For now, there are no changes to the definition of parent and you should follow the current policy as outlined for your legacy carrier.

**D1 Vacation Pass Travel**

**Q: Since US previously allowed unused SA1P's to be carried over for use in the following year, I have booked travel in 2014 using D1 passes from 2013. Will these apply without affecting 2014's allocation?**

A: Yes – any vacation passes that were booked using the 2013 allotment will be honored and will not impact the 2014 allotment.

**Buddy (D3) Pass Travel**

**Q: The legacy American Airlines policy prior to the merger was that new employees could not add D3 to their pass list until their second year anniversary. Is that policy still in place in the new program?**
A: Under the new policy, employees have access to 16 one-way buddy D3 passes once they're hired; there is no longer any waiting period for legacy American employees.

**Q: Will there still be a minimum one-year period before we can remove D3 travelers from our passenger list?**
A: Yes. For legacy American employees, your D3 travelers must remain on your list for a minimum 1-year period. Procedures for legacy US Airways employees are not changing at this time.

**Q: How will D3 passes be counted between Jan 1-4, 2014?**
A: D3 passes used Jan. 1-4, 2014 will be deducted from your annual 2014 D3 pass bank allotment. So, in this scenario, an active employee who used 3 passes before January 4 would have 16 one-way passes minus 3 leaving them a total of 13 D3 one-ways passes for use during the rest of 2014.

**Q: Can you explain why buddy passengers are losing the ability to use the employee's travel seniority/priority when traveling with an employee?**
A: We recognize this is a change for legacy US employees, but with such a large number of people traveling – when combining our airlines, we'll have more than 800,000 people eligible for buddy (D3) pass travel alone and that doesn't even include active and retired employees – we had to make some changes to ensure travel remains a valuable benefit for active employees and retirees. Travel is a privilege that we want to make sure our employees get the first chance to enjoy. Additionally, consistent boarding priorities are more straightforward to administer at the gate.

**Q: Will the fare matrix for buddy passes be the same?**
A: Buddy pass and D3 fares at each carrier will remain unchanged at this time. Eventually, we will harmonize these fares, but not at this time. We'll benchmark industry practices as part of the decision making process when we look to make changes to these fares.

**Upgrades**

**Q: Can retirees fly ENVOY, US Airways or First Class on the new American? If so, will they be able to upgrade and if so, what fees will be associated with that?**
A: After we implement common boarding priorities later this summer, both employees and retirees will be eligible to fly in premium cabins when space is available. We'll provide more information on fees closer to implementation.

**Q: How will international upgrades to Envoy work in the future? If employees travel in March or April of 2014, what procedures will be in place for this (as far as upgrades)?**
A: For legacy US employees, upgrades to First Class and Envoy class on legacy US Airways flights, the procedures will not change until mid- 2014, at the earliest. For legacy AA employees, the procedures for upgrades to premium cabins on legacy American flights will also not change until mid-2014 at the earliest.

**Bereavement Policy**

**Q: Are employees eligible for emergency passes on the other carrier (i.e. can a legacy American employee book an emergency flight on US Airways) and if so, how do they book it? Will it still be an A9?**
A: We aligned our bereavement and emergency travel policy Dec. 9 when the merger closed. All

employees and retirees are eligible for positive space tickets for emergency and bereavement travel on either carrier, as defined in each legacy company's current policies, available on new Jetnet, classic Jetnet and Wings. We encourage employees to use their legacy carrier's flights at this time, and only request emergency travel on the "new" carrier if absolutely necessary.

**Retiree Travel**

**Q: What will the travel policy be for employees who retired before Dec. 9, 2013?**
A: The travel privileges for employees who retired prior to Dec. 9, 2013 (and not part of an Early Out) and were eligible for retiree travel will be the same as the new program announced on Jan. 2 for people who retire after that date. The distinguishing factor is that employees who retired before that date qualified for retiree travel under their legacy airline's retiree travel eligibility qualifications in effect at the time of their retirement. For employees who retire on or after Dec. 9, 2013, they will qualify for retiree travel based on the 65-point plan shared Jan. 2.

**Q. If you have 19 years of service and are 46 years of age. Do you have to wait until you're 55 years of age to use your flight benefits?**
A: If you're an active employee and choose to retire with the above circumstances after Dec. 9, 2013, no, you do not have to wait until 55 to use your flight benefits; this is a new policy for legacy American. Under the program, employees who retire on or after Dec. 9, 2013 need to have 10 years of active service and your age + service must equal 65, which they would in this case.

**Q: Do the retirement flight benefits apply to Express (regional) employees?**
A: The retiree travel program shared on Jan. 2 will apply to all retirees of both mainline and wholly-owned subsidiaries.

**Q: So, when I retire after 40 plus years of service I become a D2R? An active single employee is afforded the benefit of a "registered companion," and that person could be the employee's best friend from college, next door neighbor, or boyfriend/girlfriend, not live with the active employee, isn't that employee's domestic partner, and has no connection to American. And yet that person enjoys the benefit of unlimited D2 travel, and will be boarded before me? If the "registered companion" is in fact that, then why should that person (when not traveling with the active employee) be boarded before a retired AA employee? Please explain how that is fair.**
A: The decision to move retirees behind our active employees wasn't an easy one. We knew that the decision would be disappointing to many retirees, but we made it for several reasons:

- We tried to think about what kind of policy we would set if we were starting a brand-new airline. Given retirees have more discretionary time to travel than actives (who in some cases are commuting to and from work), we strongly believe putting retirees in the priority right behind actives (but ahead of guests and parents of employees) is the right thing to do both for our operation and our customers.
- Rather than split those who retired before and those who retired after, we are attempting to streamline processes and opted to move all retirees to the same classification today.
- Lastly, American was the only domestic carrier (and indeed we could only find one other in the industry) to place retired employees in the same boarding priority as actives. While this isn't the sole reason to determine the policy as we did, it factored into our thinking.
- We focused a lot of our effort on keeping other positive elements for retirees like vacation passes, buddy passes and allowing eligible depends to continue to travel (now fee-waived) ahead of others' parents and guests. All of the positives we tried to capture, I hope, will overshadow the areas that maybe did not go the way some wanted.

Employees who do not have a domestic partner or spouse are allowed a registered companion. This was put into place several years ago at both legacy US and AA and is the right thing to do for our single co-workers. We made the decision to go to the industry standard actives before retirees process and that includes spouses and dependents to give priority to those who are currently working. We knew this would not be accepted positively by retirees but it is the right policy for the majority of the airline.

**Other**

**Q: What will the policy on unaccompanied minors be in the new program? When will you have more details on that topic?**
A: Both carriers allow unaccompanied minors. The rules for each carrier are not changing at this time. When we get closer to implementing a harmonized program, we will provide details.

**Q: Will employees still have to abide by the 2 bags/50lbs ea. rule to avoid fees or will we be able to go back to no excess charged as we once had?**
A: Both carriers currently waive bag fees for employees and charge employees for excess baggage and there are no plans to change this policy.

**Q: Can employees continue to fly with their pets on both airlines?**
A: American allows cabin pets for non-revenue travelers, just like US Airways. This policy isn't changing. Under the current interim agreement, cabin pets are not allowed on the "new" carrier; however, you can continue to bring pets on your legacy carrier. We plan to harmonize this policy and allow cabin pets across both carriers in the future.

***Disclaimer***
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# Non Rev Travel Information 2014

The following information is derived from Jetnet.AA, Emails and Letters to Employees and Retirees. This is an attempt to assemble new information in one place to make it easier for review the changes coming about as American and USAir continue to meld their polices.

TARPA takes no responsibility for the accuracy of the information so be sure to review the latest info on www.Jetnet.AA.com

Capt. Bob Willcutts
TARPA.com Webmaster

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The following was received from Fran Diano, Pres. TWA Seniors Club on Jan 7th, 2014:

The legacy carriers are American, Continental, Delta, Northwest, United, TWA, USAir, which are the original major carriers that we old timers remember so well. Now we are down to American, United, Delta, which are considered to be Legacy carriers today. Basically, it the original airlines from way back when that created the legacy of air service.

For pass travel purposes, you legacy airline will now be AA, as AA bought TWA through the bankruptcy, which also includes the original employees from Ozark Airlines, which TWA bought.

Now the gist of all of this is that you TWR states on AA is no longer. Now you've been promoted to a D2R for boarding on a whom ever checked in first come basis. If you are connecting, your connection priority will be a D2RT (through/connecting NRSA) passenger. These codes at this time are valid for travel on AA.

If you wish to travel on the USAir flights, even though they're changing their name to AA, you need to go onto Jetnet and get your IDZED fare ticket.

The price of the IDZED ticket for USAir is zero. You only need to pay, I believe, $2.00 ticketing for the Electronic ZED ticket.

Once AA and US airways merger their systems, some time later this year you will only have to deal with AA.

Additionally, you will also be getting 4 D1 one way passes per year. The D1 is equivalent to a vacation pass.

If I were planning to go to International, I would opt for the D1 in order to stand a better chance for Business or First Class. I think we came out of this merger, much better off than when we TWA Retirees were merged with just AA.

Have you got you bags packed?

Hope I have simplified this for you. Enjoy travel on our expanded network.

Now we simple have to hope we are treated as well regarding our life and medical insurances.

I am so happy to be retired.

Best Regards
Fran

End of message (edits for spelling and grammar)

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Continue Scrolling Down for more info.

Look for additional Links within the documents.

**Elise Eberwein**
Executive Vice President – People and Communications

January 2, 2014

Dear American Airlines and US Airways Retirees:

This week we shared details of the new American Airlines travel privilege program. As retirees of these two great airlines – and as we work toward a Single Operating Certificate that will allow us to fly as one – you and your eligible family members enjoy pass travel on the largest network in the world and that's not going to change.

Our combined network will now fly to more than 330 destinations, in more than 55 countries, via more than 6,700 flights every day. The world is at your doorstep, and I hope you're exploring it often!

We've already aligned some of our policies for non-rev travel on things like dress code (yes, you can now wear jeans in First Class), and as we look to create a combined program for our airlines, we're creating a comprehensive policy for both our active and retired employees. Here are some highlights of the new travel privilege program for you:

- Free coach travel privileges system-wide on your legacy carrier
- Fee-waived travel across carriers through myIDTravel, with boarding priority the same as it is currently until later in 2014
- Discounted positive space travel on both carriers
- No fees on first and second checked bags

Though we're sharing full details of the end-state program now, we'll be phasing in the new program over time, including the boarding priority system as outlined below. In addition to the interim reciprocal travel privileges in place since March 2013, changes to come include:

**Effective in January 2014:**

- Retirees will have free, lifetime, space-available Coach travel on a broader network
- Continue to book Coach travel on legacy US or legacy AA metal using myIDTravel
- Retirees receive eight one-way (D3) buddy passes available for use on their legacy carrier

**Effective Mid-2014:**

- New boarding priority takes effect. Non-rev travelers will board by check-in time in the following order:
  - D1 (vacation passes)
  - D2 (employees and eligible travelers such as spouse/domestic partner or registered guests/companions and eligible children)
  - D2R (retirees, including prior TWA, and eligible travelers)
  - D2P (parents)
  - D3 (buddy passes)
  - AAC (active non-owned affiliate airline personnel)
  - ONE (**one**world® personal travel)
  - D4 (OAL company business travel)
  - ZED (routine interline personal travel)

*In all categories, travelers with connections will have higher boarding priority.*

**Effective once we have a single Passenger Service System (PSS), anticipated 2015:**

- Every January, retirees will receive four vacation (D1) priority passes for each eligible traveler that are good for one year on the combined network

The new boarding system will be a change for American Airlines retirees, who previously boarded at the same priority as active employees. Several factors went into making this change, including that this process is consistent with retiree travel privileges across the industry. Additionally, retirees often have more flexibility in their travel plans than active employees. Retirees will still continue to be eligible for vacation passes at a D1 priority.

Free and discounted travel is one of the best things about working for and retiring from an airline. We are pleased to continue to offer this valuable privilege that connects us across the globe. I hope you'll be able to take advantage of the travel program in the coming months and years as we restore American Airlines to greatness and provide a travel experience second to none.

Sincerely,

CLICK HERE FOR ADDITIONAL INFORMATION ON TRAVEL

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January 2, 2014 › Issue 47

# Arrivals

A communication for the employees of American Airlines

Creating a premier global carrier

# Ready to Travel the World for Free?

Dear Co-workers:

I hope you had a wonderful holiday season and were fortunate enough to get a few days rest after a busy year. Today we're sharing details of our new travel program, which will create the best non-rev system in the business. While implementation will take some time, when complete, American Airlines will offer free coach travel across the largest and best network in the industry, improved pass privileges for family and friends, and a consistent boarding system. With more than 6,700 daily flights to over 330 destinations, let's go!

We're building the best non-rev travel program in the industry. You're going to have free access – no Coach fees for employees on all flights – to the largest network in the world, with more destinations at your doorstep than ever before. Tokyo, Buenos Aires, Athens or Tel Aviv... they're all waiting for you. We're putting parent and registered companion travel into the bucket of eligible travelers (so you no longer have to use your buddy/D3 pass bank for parent travel or your registered companion) and parents and eligible travelers can fly as much as they want. Legacy American employees will have earlier access to retiree travel – you no longer have to wait until 55 to travel if you meet the qualifications. And after we migrate to one reservation system, our travel program will be completely automated, meaning users will check for flight availability, list for flights and check in via the Web.

Beginning this summer, non-rev travelers will move to legacy American's system of boarding, which is to board by check-in time. This approach gives all employees an equal chance at every flight, and is the system that the majority of employees use now. It's also the right approach as we considered the technology platform upon which our employee travel system resides.

Before we move to a unified boarding system, there will be ample work done to ensure the right technology is in place so that any employee can check in via the Web. This will eliminate the concern that in order to check in 24 hours in advance, one must travel to the airport. Bottom line, all employees will have equal access to check in via the Web for non-rev flights.

The following information outlines our new travel program, and lays out the timeline to implement changes. I hope all employees have the opportunity to take advantage of this privilege and see the world, as well as share it with family and friends... it's always been one of the best things about working for an airline and remains so today.

Safe travels,

Elise Eberwein, Executive Vice President, People and Communications

## Curious how many people can non-rev each year?

**500,000**
Active Employees & Eligible Travelers

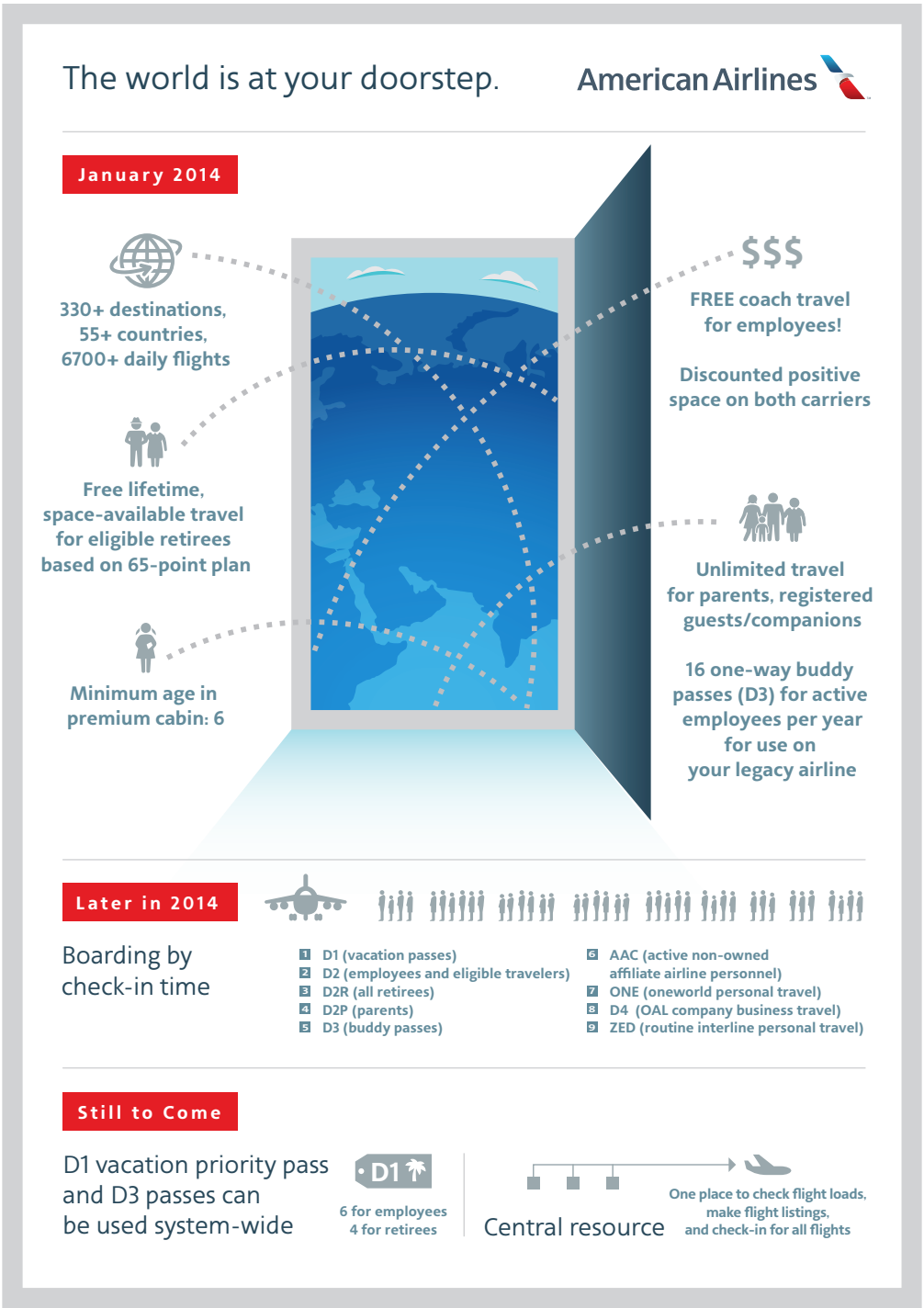
**200,000**
Retirees & Eligible Travelers

**800,000 +**
Buddy Pass/D3 Travelers

That's more than **1.5 million** people eligible to fly each year!

# The World at Your Doorstep

Ready to visit the Tower of London? Climb Machu Picchu? See the Great Wall of China? With a network that connects our employees to more than 330 destinations around the world, now you can. And the best part? It's free!


The world is at your doorstep.
American Airlines
January 2014
330+ destinations, 55+ countries, 6700+ daily flights
Free lifetime, space-available travel for eligible retirees based on 65-point plan
Minimum age in premium cabin: 6
$$$
FREE coach travel for employees!
Discounted positive space on both carriers
Unlimited travel for parents, registered guests/companions
16 one-way buddy passes (D3) for active employees per year for use on your legacy airline
Later in 2014
Boarding by check-in time
1 D1 (vacation passes)
2 D2 (employees and eligible travelers)
3 D2R (all retirees)
4 D2P (parents)
5 D3 (buddy passes)
6 AAC (active non-owned affiliate airline personnel)
7 ONE (oneworld personal travel)
8 D4 (OAL company business travel)
9 ZED (routine interline personal travel)
Still to Come
D1 vacation priority pass and D3 passes can be used system-wide
D1
6 for employees
4 for retirees
Central resource
One place to check flight loads, make flight listings, and check-in for all flights

**Disclaimer**

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## Just the Facts: Jan. 4

| What's new Jan. 4? | Who does this affect? | What information do you need to know? |
|---|---|---|
| ▪ **Free Coach travel for employees across the network** | · All employees | · Using your legacy system, you can now book free Coach travel on your legacy carrier's flights, and use myIDTravel to book travel on your non-legacy carrier's flights. Fees have been waived for travel across carriers on myIDTravel.<br>· For now, boarding priorities are unchanged, and travel on the "new" carrier will be at the same priority as in our interim travel program. |
| ▪ **Unlimited travel for parents and registered guests/ companions** | | · There is no limit on travel by parents and registered guests/ companions – a new privilege for legacy American Airlines employees. In addition, there will no longer be fees in Coach for registered guests/companions. |
| ▪ **Buddy (D3) passes** | | · All active employees will receive 16 one-way buddy (D3) passes each year that can be used on their legacy carrier. Buddy pass usage on the opposite carrier won't be enabled until after we are on a single reservation platform. Retirees will receive eight one-way buddy (D3) passes on their legacy carrier. |
| ▪ **New employee travel** | | · There will be no waiting period for new employees to be eligible for buddy (D3) passes. |
| ▪ **Retiree travel eligibility** | | · Employees who leave the company on or after Dec. 9, 2013 will be eligible for lifetime non-rev, space-available retiree travel for themselves and eligible family members based on a 65-point plan. To qualify, you must have a minimum of 10 years of active service, and your age plus years of service must equal or exceed 65. The plan applies only to travel privileges, not to other retirement benefits or programs.<br>· Employees who left legacy American Airlines before the merger closed are not eligible for this new program.<br>· We'll be sharing implementation details in the near future. |
| ▪ **Minimum age for First Class travel** | | · The minimum age for First Class non-rev and pass travel is now six years at both American and US Airways. |
| ▪ **Discounts on positive space personal travel across a larger travel network (Jan. 7)** | | · Effective Jan. 7, book confirmed tickets for your personal travel on any flight operated by legacy American Airlines and legacy US Airways and their affiliates at a 20 percent discount off most published fares. The discount applies to employees, retirees and eligible dependents. Book the same way you did prior to the merger to get the 20 percent discount. |

## Just the Facts: Coming Later

| What's coming later? | Who does this affect? | What information do you need to know? |
|---|---|---|
| ▪ **Mid-2014: Boarding priority** | · All employees and retirees | · Employees will board by check-in time.<br>· The boarding priority will be:<br>  · D1 (vacation passes)<br>  · D2 (employees and eligible travelers)<br>  · D2R (all retirees, including TWA)<br>  · D2P (parents)<br>  · D3 (buddy passes)<br>  · AAC (active non-owned affiliate airline personnel)<br>  · ONE (oneworld® personal travel)<br>  · D4 (OAL company business travel)<br>  · ZED (routine interline personal travel)<br>· In all categories, travelers with connections will have higher boarding priority, designated by a "T" for "through" (D1T, D2T, etc.). This helps prevent people from getting stuck in our hubs. More details, including length of connection time, will be explained before the policy is implemented.<br>· "Eligible travelers," including spouse/domestic partner/registered companion or eligible children, will fly at a D2 or D2R priority whether or not they are traveling with the employee or retiree.<br>· Parents will board at D2P unless they are traveling with the employee, in which case they will also board at D2 priority.<br>· Buddy passengers will board as D3 priority regardless of whether or not they are flying with the employee |
| ▪ **Mid-2014: Fees for travel in premium cabins** | | · Fees for premium class travel will be based on mileage domestically and flat fees for long-haul international flights, in keeping with the legacy American Airlines policy. |
| ▪ **Integrated Passenger Service System (PSS), anticipated 2015: D1 vacation priority passes and D3 passes across the network** | | · Active employees and eligible travelers will receive six D1 vacation priority passes per eligible traveler each year to use when they want across the network.<br>· Retired employees who are eligible for retiree non-rev travel will receive four D1 vacation priority passes per eligible traveler each year to use when they want, where they want.<br>· D3 Buddy passes can be used across the network. |
| ▪ **Integrated Passenger Service System (PSS), anticipated 2015: One website** | | · One web site to check flight loads, make flight listings and check in. |

# FAQ

Click here for Non Rev Travel Q & A's

**1. What's changing on Jan. 4?**

Starting Saturday, employees can enjoy free Coach travel across the network; your parents and registered guests/companions will have unlimited travel; active employees will receive 16 one-way D3 buddy passes (to be used on their legacy carrier until the end state travel program is implemented) and retirees will receive eight; new hires will no longer have to wait to be eligible to receive D3 passes; we'll align retiree eligibility for travel privileges to the 65-point-plan; and the minimum age for premium cabin travel will be six years old. On Jan. 7, employees will be eligible for a 20 percent discount on positive space travel across the network on both carriers.

**2. How did the company decide the boarding priority process?**

Boarding by check-in time gives all employees an equal chance at every flight, and is the system that the majority of employees use now. It's also the right approach as we considered the technology platform upon which our employee travel system resides.

**3. When will the new boarding priority go into effect?**

This summer, employees will begin boarding by check-in time. The boarding priority will be D1, D2 (employees and eligible travelers), D2R (retirees), D2P (parents), D3 (buddy passes), AAC (active non-owned affiliate airline personnel), ONE (oneworld personal travel), D4 (OAL company business travel), ZED (routine interline personal travel). If travelers have connections, they'll have a higher boarding priority designated with a "T" for "through" so they don't get stuck in our hubs. We'll share much more detail well in advance of the new boarding priority taking effect.

**4. With the new boarding priority, will people traveling with me board at my priority?**

Spouses/domestic partners/registered companions and eligible children are able to board at the employee's or retiree's boarding priority if traveling D2 or D2R, regardless of whether or not they're traveling with the employee/retiree; parents will travel at a D2P priority unless they are traveling with the employee, in which case they, too, will board at a D2 priority; buddy passengers will board as D3 priority regardless of whether or not they are flying with the employee.

**5. How will retirees fare in the new program?**

Effective January 2014 retirees will have free lifetime, space available Coach travel on a broader network that will now offer 6,700 daily flights to 330 destinations in more than 55 countries. More opportunities to explore! Fee-waived travel across carriers through myIDTravel with boarding priority the same as it is currently until later in 2014 and discounted positive space travel on both carriers and no fees on first and second checked bags. Retirees will receive eight one-way (D3) buddy passes available for use on their legacy carrier. Effective mid-2014 a new boarding priority goes into effect. Retirees will board after D1 (vacation passes) and D2 (employees and eligible travelers such as spouses, registered guests/companions and children). Several factors went into making this change, including that this process is consistent with retiree travel privileges across the industry. Additionally, retirees often have more flexibility in their travel plans than active employees. Retirees will still continue to be eligible for vacation passes at a D1 priority.with the employee.

Vittal Shetty, a senior analyst in Cargo Revenue Management at American, prepares to scuba dive the seas in Hawaii on a recent non-rev trip.

Tom Swan, American Eagle First Officer, and his family travel often to Cincinnati for top-notch medical care. The three boys have Eosinophil Esophagitis.

Michael Flake, a flight attendant with US Airways, took advantage of the Interim Reciprocal Travel Program to visit Cambodia.

Kepi Peterson, administrator, Emergency Planning & Response at US Airways, enjoyed a non-rev trip to Washington, D.C. for the 4th of July!

## Disclaimer

Permission to use quotes is neither sought nor obtained. American Airlines and US Airways do not, by their reference to or distribution of these statements, imply their endorsement of or concurrence with the opinions, conclusions or recommendations quoted above.

### Cautionary Statement Regarding Forward-Looking Statements

This document includes forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. These forward-looking statements may be identified by words such as "may," "will," "expect," "intend," "anticipate," "believe," "estimate," "plan," "project," "could," "should," "would," "continue," "seek," "target," "guidance," "outlook," "forecast" and other similar words. These forward-looking statements are based on AMR's and US Airways' current objectives, beliefs and expectations, and they are subject to significant risks and uncertainties that may cause actual results and financial position and timing of certain events to differ materially from the information in the forward-looking statements. The following factors, among others, could cause actual results and financial position and timing of certain events to differ materially from those described in the forward-looking statements: the lawsuit filed by the Antitrust Division of the U.S. Department of Justice and certain states seeking to enjoin the planned merger of AMR and US Airways on antitrust grounds and the intention of AMR and US Airways to contest such lawsuit vigorously; the challenges and costs of the proposed transaction, including integrating operations and achieving anticipated synergies; the price of, market for and potential market price volatility of common stock of the ultimate parent entity following the closing of the proposed transaction; significant liquidity requirements and substantial levels of indebtedness of the combined company following the closing; potential limitations on the use of certain tax attributes following the closing; failure of the proposed transaction to be completed; and other economic, business, competitive, and/or regulatory factors affecting the business of the combined company after the closing and the businesses of US Airways and AMR generally, including those set forth in the filings of US Airways and AMR with the SEC, especially in the "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" sections of their respective annual reports on Form 10-K and quarterly reports on Form 10-Q, their current reports on Form 8-K and other SEC filings, including the registration statement and the proxy statement/prospectus related to the proposed transaction. Any forward-looking statements speak only as of the date hereof or as of the dates indicated in the statements. Neither AMR nor US Airways assumes any obligation to publicly update or supplement any forward-looking statement to reflect actual results, changes in assumptions or changes in other factors affecting these forward-looking statements except as required by law.

### Stay in the Know

We'll continue sending you updates to keep you informed. In the meantime, please visit:

**New Jetnet** (newjetnet.aa.com) or **Wings** (wings.usairways.com)

**www.newAmericanarriving.com** – a website dedicated to the new American Airlines

**Follow us** on Twitter at
@AmericanAir, @USAirways &
@USemployees, and on Facebook (AmericanAirlines & US Airways)

**Questions:** corp.comm@aa.com or corporate.communications@usairways.com

## Arrivals

January 2, 2014 ISSUE 47
Past issues available on
new Jetnet and Wings

# myIDTravel makes ZED travel easy

## We now have access to e-ticketing anywhere worldwide.

Travel on other airlines just got faster and easier with myIDTravel! Skip the ticket counter and get your Zonal Employee Discount (eZED) tickets issued on the spot 24/7 from anywhere around the world - including locations where American has no presence.

You and your eligible travelers no longer need to go to an American Airlines/American Eagle ticket office, find and pay for a parking spot, stand in line, buy back-ups, or refund any unused tickets; this process is part of the past. We've streamlined ZED travel to one electronic process: myIDTravel. Start enjoying the convenience of reviewing your flight options on other airlines, creating flight listings, purchasing your eZED tickets with a credit card, and requesting refunds online through myIDTravel. The tool can only be accessed via Jetnet.

Because myIDTravel provides electronic ticketing, our agreements with Scandinavian Airlines, Air France, KLM, Saudia, and Emirates have been reinstated.

**In a nutshell, these are the benefits myIDTravel provides:**

- View flight options and availability on other airlines. Smiley faces will indicate if your chances for flight accommodation are good, fair or bad.
- Receive instant price quotes and purchase eZED tickets for you and your eligible travelers on airlines with which American has a ZED agreement. These are referenced in the Other Airline Discount Summary Chart.
- Enjoy world-wide service from any internet connected location, 24 hours a day, 7 days a week, 365 days a year.
- Receive a confirmation of the transaction along with your ticket information or PNR online. It will be sent directly to the email address provided.
- Change, cancel, and refund eZED tickets online through the myIDTravel site.

**Planning your ZED trip**

- Who is eligible for travel on other airlines?
- Who flies to where you want to go and when?
- How much will the trip cost me?
- What are the carrier specific conditions, requirements, or embargoes?
- Booking your ZED trip.

**Be responsible for your eligible travelers**

Every privilege comes with responsibility. Please remember you are responsible for the actions of your eligible travelers. Our rules of conduct - outlined in the TRIPBook section Conduct and Expectations - and the travel conditions of the ticketed airline, apply to all eligible travelers.

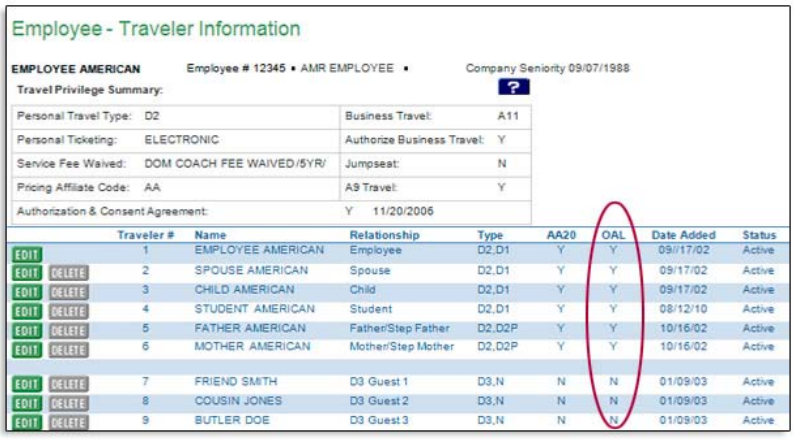
Please keep your electronic ticket number handy as you and/or your eligible travelers will need to provide it to the transporting airline upon request to assist with flight listing or flight accommodation.

# Planning your ZED trip

**Who is eligible for travel on other airlines?**

- Regular full-time or part-time employees of American and American Eagle with at least six (6) months of Company Seniority.
- Retirees of American, American Eagle, and TWA.
- Your spouse or company recognized domestic partner.
- D2 eligible dependent children under 23 years of age.
    - Children must be at least 16 years old to travel without an accompanying adult on other airlines.
    - Some airlines either do not require you to have a ticket issued for your infant or will issue the ticket for you at check-in. If the tool does not allow you to proceed because an infant is selected, go back to the traveler page, uncheck the infant and continue.
- Parents are eligible for travel on some airlines, but generally limited to one ticket per year per parent. A ticket is described as any trip type (e.g., one-way or roundtrip) with a maximum of eight (8) nonstop sectors without returning to the first city of origin -- where eligibility is limited to an allotment of tickets.
- Registered companions are also eligible for a limited allotment of tickets - valid for travel only on American's **one**world partners and US Airways.

**All eligible travelers will be shown on the Employee - Traveler Information screen with a Y indicator when eligible for OAL travel.**



Employee - Traveler Information

**EMPLOYEE AMERICAN** Employee # 12345 • AMR EMPLOYEE • Company Seniority 09/07/1988

Travel Privilege Summary: ?

| | | | |
|---|---|---|---|
| Personal Travel Type: | D2 | Business Travel: | A11 |
| Personal Ticketing: | ELECTRONIC | Authorize Business Travel: | Y |
| Service Fee Waived: | DOM COACH FEE WAIVED/5YR/ | Jumpseat: | N |
| Pricing Affiliate Code: | AA | A9 Travel: | Y |
| Authorization & Consent Agreement: | | Y 11/20/2006 | |

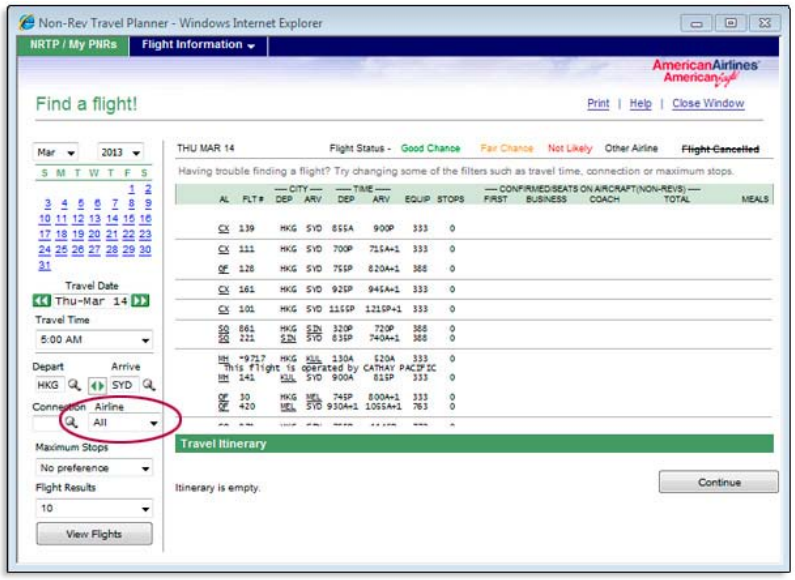
| | Traveler # | Name | Relationship | Type | AA20 | OAL | Date Added | Status |
|---|---|---|---|---|---|---|---|---|
| EDIT | 1 | EMPLOYEE AMERICAN | Employee | D2,D1 | Y | Y | 09//17/02 | Active |
| EDIT DELETE | 2 | SPOUSE AMERICAN | Spouse | D2,D1 | Y | Y | 09/17/02 | Active |
| EDIT DELETE | 3 | CHILD AMERICAN | Child | D2,D1 | Y | Y | 09/17/02 | Active |
| EDIT DELETE | 4 | STUDENT AMERICAN | Student | D2,D1 | Y | Y | 08/12/10 | Active |
| EDIT DELETE | 5 | FATHER AMERICAN | Father/Step Father | D2,D2P | Y | Y | 10/16/02 | Active |
| EDIT DELETE | 6 | MOTHER AMERICAN | Mother/Step Mother | D2,D2P | Y | Y | 10/16/02 | Active |
| EDIT DELETE | 7 | FRIEND SMITH | D3 Guest 1 | D3,N | N | N | 01/09/03 | Active |
| EDIT DELETE | 8 | COUSIN JONES | D3 Guest 2 | D3,N | N | N | 01/09/03 | Active |
| EDIT DELETE | 9 | BUTLER DOE | D3 Guest 3 | D3,N | N | N | 01/09/03 | Active |

In order for your registered traveler to be ticketed for travel on another airline, they should first be eligible for Company D2 travel. Therefore, if you have restricted travel on American for your enrolled family members or guests, they will not be eligible for travel on another airline.

**Who flies to where you want to go and when?**

Start by reviewing the list of airlines we have a ZED agreement with. These are sorted based on the "home" region of the other airline (e.g., U.S., Europe, Middle East).

Other airline flight schedules can be displayed in Non-Rev Travel Planner's (NRTP) Flight Availability screen. Enter your intended date of travel and the city pair, and then select the "All Airlines" radio button to view the flight schedules.



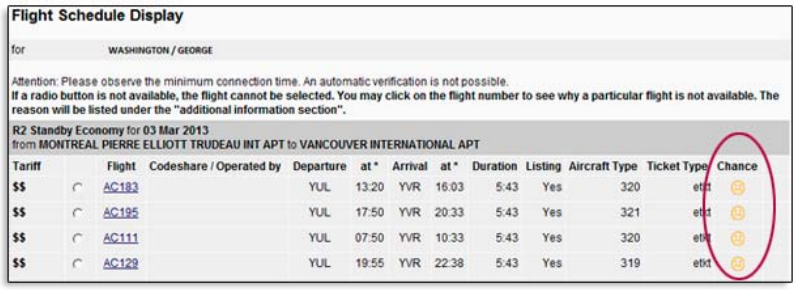

**NRTP Tip:** You may have better results finding flights to/from your final destination by using an intermediate destination that is a hub city for either American or another airline.

Please check availability separately using the intermediate city. For example, if you want to fly from Denver to Cairo, you will get more options by checking flights from Dallas, Chicago, London, Zurich, or Paris (international hubs for American, British Airways, Swiss, and Air France) to Cairo. Then find out which flights operate from Denver to these gateway cities.

**A few things to keep in mind:**

- Some flights do not operate daily, especially in long haul international markets.
- Our interline travel agreements are negotiated between American and the airline operating the flight. To avoid being denied boarding, you need to use a ticket under the conditions of our agreement with the airline that operates the flight, not the airline that markets the flight in the case of a codeshare arrangement.
- You can also view other airlines' flight schedules and availability in myIDTravel. By selecting All Airlines, the system will provide schedules and availability for all airlines operating in the requested market, based on information shown in our reservation system. By selecting a specific airline, the system will provide only availability on that airline - from its own reservation system.
- First Class and Business Class options are not available. When making a listing, the tool will automatically default to what you are eligible to list for, which is R2 Standby, Economy Class. If you change the default to something other than R2 Standby, Economy Class your listing will not be completed. Some airlines have agreements that allow travel in the premium cabin; however, we do not. Because myIDTravel is programmed with American's agreement conditions, the tool will only issue a ticket in economy cabin.
- You can view limited availability information in myIDTravel. The website will display availability of each flight for travel by another airline employee with a ☺(happy=good), 😐(neutral=fair), ☹(sad=poor) face. If your desired flight has a "sad face" that means the flight is projected to be full. You can still list for that flight, but your clearance chances are

probably slim. It's recommended you choose flights with higher probability. The smiley faces are not 100% reliable, but they provide a general idea of flight loads.



**Flight Schedule Display**

for WASHINGTON / GEORGE

Attention: Please observe the minimum connection time. An automatic verification is not possible.
**If a radio button is not available, the flight cannot be selected. You may click on the flight number to see why a particular flight is not available. The reason will be listed under the "additional information section".**

**R2 Standby Economy** for **03 Mar 2013**
from **MONTREAL PIERRE ELLIOTT TRUDEAU INT APT** to **VANCOUVER INTERNATIONAL APT**

| Tariff | | Flight | Codeshare / Operated by | Departure | at * | Arrival | at * | Duration | Listing | Aircraft Type | Ticket Type | Chance |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| $$ | ○ | AC183 | | YUL | 13:20 | YVR | 16:03 | 5:43 | Yes | 320 | etkt | ☺ |
| $$ | ○ | AC195 | | YUL | 17:50 | YVR | 20:33 | 5:43 | Yes | 321 | etkt | ☺ |
| $$ | ○ | AC111 | | YUL | 07:50 | YVR | 10:33 | 5:43 | Yes | 320 | etkt | ☺ |
| $$ | ○ | AC129 | | YUL | 19:55 | YVR | 22:38 | 5:43 | Yes | 319 | etkt | ☺ |

Additional flight details can be displayed by clicking on each flight number.

**Flight Details**

| | |
|---|---|
| **Flight Number** | AC183 |
| **Airline** | Air Canada |
| **Date** | 03. Mar 2013 |
| **Departure** | 13:20 from MONTREAL PIERRE ELLIOTT TRUDEAU INT APT |
| **Arrival** | 16:03 at VANCOUVER INTERNATIONAL APT |
| **Aircraft Type** | 320 |
| **Seats available** | J7 C7 D7 Z7 **Y7** B7 M7 U7 H7 Q7 V7 N7 W7 G7 S7 P7 T7 E7 L7 A7 K7 R7 |
| **Additional Information** | |
| **Total duration** | MONTREAL PIERRE ELLIOTT TRUDEAU INT APT to VANCOUVER INTERNATIONAL APT: 5:43 |

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**How much will the trip cost me?**

ZED fares are flat rate service charges that are determined by the zone/band applicable to the nonstop mileage of each flight segment. There are three fare levels in ZED, Low, Medium and High. With the exception of travel on most of our **one**world partner's, Americans' ZED agreements are generally at the Medium level. This means tickets are priced against the mileage of each nonstop sector of your journey. A trip on Qantas from Los Angeles (LAX) to Canberra (CBR) via Sydney (SYD) will be priced as LAX - SYD + SYD - CBR.

There is a fee for using myIDTravel that is applied per coupon issued (initially $1.47, but subject to change on an annual basis). For example, if you are requesting a roundtrip ticket with no connection (e.g., JFK - PRG - JFK), two coupons will be issued and the total myIDTravel fee would be $2.94 (2 x $1.47). If you request a roundtrip with a connection (e.g., JFK - CDG - PRG - CDG - JFK), four coupons will be issued and your fee would be $5.88 (4 x $1.47). You can obtain the total amount due for each traveler (base fare, taxes and fees applicable per coupon issued) and itinerary in myIDTravel.

Due to credit card availability restrictions, our colleagues in ***Antigua and Barbuda, Bahamas, Belize, Bolivia, Cayman Islands, Haiti, Netherland Antilles, St. Kitts Nevis, and Venezuela*** will complete the ZED Ticket Request form to purchase their tickets in cash at an American Airlines ticket office. Please allow 10 business days to process. These tickets must be authorized and prepared for ticketing in advance and may not be purchased using a credit card.

Shopping Basket
for WASHINGTON / GEORGE
Your current selection
Flight / Airline Date Departure at * Arrival at * Travel Status Class Status
AC183 03. Mar 2013 YUL 13:20 YVR 16:03 R2 Standby Economy listable
*all times are local.
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**What are the carrier specific conditions, requirements, or embargoes?**

Travel conditions vary from airline to airline and are subject to change. These conditions include, but are not limited to: dress code, flight listing, check-in requirements, embargo periods, travel warnings, and free baggage allowances.

Use our Airline Summary Chart to determine if we have an agreement with the airline operating the flight(s) on which you wish to travel. Click on the airline's name to view agreement details. Additional information may also be found at FlyZED.info.

If your travel involves international destinations, please make sure to:

- Find out the documentation and vaccination requirements for each point along the way.
- Check out the U.S. government travel warnings and consular information sheets. Citizens of the United Kingdom can also refer to the Foreign and Commonwealth Office - Country Advice and Travel Warnings.

# Booking your ZED trip

**Buying your ZED tickets**

You can purchase your ZED tickets from the myIDTravel website (please note that a fee will be assessed by myIDTravel for each coupon issued). To obtain your ZED ticket, please be prepared to provide a credit card as form of payment.

All tickets will be issued electronically. For travel on most airlines, the tickets will be issued on American's electronic ticket stock. However, for travel on a few airlines (e.g., Southwest), the ticket will be issued on the electronic ticket stock of the transporting airline. The process for ticketing will be the same regardless of which ticket stock is used and should take only a matter of minutes to complete.

You only have to plan a few hours in advance of the flight you intend to take when traveling on a myIDTravel airline. Most airlines allow you to purchase your passes as early as 90 days in advance of your travel. Refer to the ID Agreements page on myIDTravel or the Other Airline Discount Summary Chart for more information regarding advance purchase.

**Ticketing**

- Select the airline, flights, and dates on which you wish to purchase your ticket(s).
- Review fare, taxes, and fees applicable for each ticket.
- Provide form of payment.
- You should receive an email confirmation containing booking reference and electronic ticket number(s).

**Flight listing (if not automatically set up at the time of ticketing)**

- Select the airline, flights and dates on which you wish to travel.
- Enter ticket details.
- Verify flights, dates, and passenger names.
- You should receive flight listing details via email.

**Canceling**

- Enter booking reference and passenger name(s) or select the appropriate booking reference from the Travel History section.
- Cancel listing.

**Rebooking**

- Rebooking uses your existing funds on an unused coupon to list for a new flight. To rebook your flight, first cancel the existing listing, and then follow the prompts to rebook.
- You may also use the Ticket Retrieval/Refund option to rebook at a later date - after cancelling. Not all airlines allow you to rebook a flight. Some airlines may require you to cancel, refund, and then purchase a new pass. See the OAL Discount Summary Chart for more specific information.
- You will need to submit a new request if you wish to change the city pair and/or airline ticketed. The rebooking option is only for changing your flight on the existing routing and airline you previously purchased.

**Refunds**

All refund requests should be processed through the myIDTravel tool. This includes partially used as well as wholly unused tickets. To complete this process, you will need your unused ticket number and the traveler's last name. This information can be found in the Travel History section of myIDTravel.

Wholly unused tickets will be refunded in full, including the myIDTravel fee. However, the myIDTravel fee is not refundable for **partially used tickets** and will take slightly longer to process.

Please submit a refund request of your unused ZED coupons through myIDTravel.

- Enter booking reference and passenger name(s) or eTicket number(s) or select the appropriate booking reference from the Travel History section.
- Request refund:
    - If ticketed by American (i.e., your ticket number **begins with "001"**), the refund will be processed by American in the same time frame as tickets refunded for commercial passengers.
    - If ticketed by Other Airlines (OAL) (i.e., your ticket number **does NOT begin with "001"**), the other airline's refund policy will apply and will vary from carrier to carrier.

You have **90 days** from the date of issue to rebook your flight before your ticket is no longer valid. Tickets issued by American (ticket number beginning with 001) should be submitted for a refund within one (1) year of the date issued.

The policies of the other airline will apply if your ticket was issued by another airline (ticket numbers not beginning with 001).

Elise Eberwein
Executive Vice President – People and Communications

American Airlines

September 2, 2014

Dear TWA Retiree:

I'm pleased to share some very great news. Effective Sept. 10, 2014, you will have the same travel privileges as all other American Airlines retirees. That means that not only will you have unlimited fee-waived Coach travel, but so will your spouse/domestic partner/registered companion and eligible children. Your parents will have unlimited travel, you'll receive vacation (D1) and buddy (D3) passes and more.

There are a few items that won't be available to all non-rev travelers until we have a single Passenger Service System (PSS) in 2015, but there is plenty for you to enjoy right now. Take a look.

## Your New Travel Privileges

- **Unlimited Travel** – You and your eligible travelers will have unlimited, space-available Coach travel on our combined network. "Eligible travelers" include your spouse or company-recognized domestic partner (or registered companion if you are not married) and qualified children up to age 24.
- **Free Travel** – We've waived all service charges for you and your eligible travelers, so now you and your eligible travelers can fly for free in Coach. Be prepared to pay any government taxes or fees on your itinerary (those are out of our hands!). If you want to fly in First or Business Class, service charges* will apply.
- **Parents and Registered Companions Can Travel, Too** – Registered Companions and parents will also have access to unlimited, space-available travel in Coach. There are non-revenue service charges* for parents.
- **Vacation (D1) Passes** – For 2014, you and each of your eligible travelers will receive four one-way D1 vacation passes every year for use on eligible AA flights. Right now, that's legacy AA flights only. Once we have a single PSS, you can use them across the combined network.

  And starting, Jan. 1, 2015, we're pleased to announce all retirees will receive two additional vacation passes, for a total of six one-way passes for use each year by each eligible traveler.
- **Buddy (D3) Passes** – You will receive an annual allotment of eight one-way buddy (D3) passes available for use on eligible AA flights. These can be used by your friends and family who are not considered "eligible travelers" listed above. There are non-revenue service charges* for D3 pass usage, and right now, they can only be used on your legacy carrier. You will also receive the full 2014 allotment of eight one-way buddy (D3) passes in 2014.
- **Discounted Positive Space Travel on Both Carriers** – You are eligible to receive a 20 percent discount off most published fares (AA20) on eligible AA and US flights for you, your spouse/company-recognized domestic partner/registered companion, qualified children up to age 24 and parents. You may continue to book your flights on AA.com for both AA and US flights and call 1-888-WE-FLY-AA to get the ticket issued.
- **No Fees on First and Second Checked Bags** – You and your eligible travelers can each check up to two bags without incurring any fees.

oneworld

- **Bereavement Travel** – You are eligible for positive space tickets for emergency and bereavement travel, as defined in each legacy company's current policies, available on classic Jetnet.

- **The Ability to Travel on US Airways** – On Sept. 15, 2014, you and your eligible travelers will be able to book non-rev travel on US Airways flights directly through Travel US (US Airways' non-rev booking system). You can access the site directly through classic Jetnet. More information on that is below.

** You'll find a list of service charges for parent, buddy (D3) pass and parent travel on Jetnet.*

## The Boarding Process

On Sept. 10, 2014, we are aligning time of check-in boarding and the boarding priority for all active and retired employees in their legacy system:

- **Time of Check-in** – All non-rev travelers will board by time of check-in on their legacy airline. Check-in will be available 24 hours in advance of your flight.
- **Boarding Priority** – Non-rev travelers will also board in the following order on their legacy airline:
    - D1 (vacation passes)
    - D2 (active employees, both mainline and wholly owned, and their eligible travelers – spouse/domestic partner/registered companion and qualified children up to age 24)
    - D2R (all retirees, including TWA and Sabre retirees, and your eligible travelers)
    - D2P (parents, unless they are traveling with you, in which case they will board at D2R)
    - D3 (buddy passes)

  If your eligible travelers are traveling without you, they will still board at D2R priority. In all categories, travelers with connecting flights on the same metal will automatically be listed as a "through passenger" at their connecting city.

## What's Coming Later?

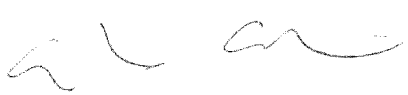
Once we have a Single Passenger Service System (PSS), which we expect in 2015…

- D1 vacation priority passes can be used on the combined network.
- D3 buddy passes can be used on the combined network.

That's a lot of information to process, so our team has posted much more information on classic Jetnet to walk you through the process. You'll find guides explaining how to book travel on American's Non-Revenue Travel Planner (NRTP) and Travel US, details on fees and how to pay for parent, buddy (D3) pass travel and premium cabin service charges, and answers to questions you may have.

I hope you'll take advantage of the travel program in the coming months and years as we restore American Airlines to greatness.

Sincerely,



**Please check the American Airlines TRIP Book for all official policies related to travel. This summary is not a policy document and to the extent it conflicts with the official policies related to travel, the official policies will apply. Remember, non-revenue travel is a privilege, not a benefit or a right.*